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OCCUPATIONAL SURVEY REPORT SUPPLEMENT



U.S. AIR FORCE SUPPLEMENT TO THE
INTERSERVICE POSTAL OPERATIONS AND OFFICIAL MAIL
OCCUPATIONAL SURVEY REPORT

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OCCUPATIONAL ANALYSIS PROGRAM
USAF OCCUPATIONAL MEASUREMENT CENTER
AIR TRAINING COMMAND
RANDOLPH AFB, TEXAS 78150-5000

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PREFACE

This supplemental report presents data summaries and conclusions specific to the Air Force portion of the Interservice Occupational Survey Report (IOSR) for Postal Operations. It provides the survey data and results for Air Force personnel holding an Air Force Postal Specialist Special Duty Identifier (SDI 99604). Authority for conducting specialty surveys is contained in AFR 35-2. Computer products used in this report are available for use by operations and training officials.

Second Lieutenant Kara Worthington, Occupational Analyst, developed the survey instrument. Mr William C. Cosgrove analyzed the survey data and wrote the final report. Master Sergeant Anthony Houston provided computer programming support, and Ms Raquel A. Soliz provided administrative support. This supplement has been reviewed and approved for release by Lieutenant Colonel Charles D. Gorman, Chief, Airman Analysis Branch, Occupational Analysis Division, USAF Occupational Measurement Center.

Copies of this supplement are distributed to Air Staff sections, major commands, and other interested training and management personnel. Additional copies may be requested from the USAF Occupational Measurement Center, Attention: Chief, Occupational Analysis Division (OMY), Randolph AFB, Texas 78150-5000.

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SUMMARY OF RESULTS

1. Survey Coverage: Survey results are based upon responses from 607 airmen in Postal Operations with a Special Duty Identifier (SDI) of 99604, representing 61 percent of all assigned Postal Specialists. The MAJCOMs having Postal Operations personnel are appropriately represented in the sample.
2. Specialty Jobs: Air Force personnel are found in 11 of the 17 DOD Postal Operations/Official Mail jobs. Seventy-eight percent of the airmen holding an SDI 99604 can be found in the three major postal operations jobs of Postal Receipt and Dispatch Clerk, Postal Finance Operations Clerk, and Postal Service Center Clerk. Only 4 percent of the incumbents were not grouped in any of the 11 jobs.
3. Career Ladder Progression: There is no career ladder progression because this survey deals with a Special Duty Identifier. Positions identified with this SDI are filled with personnel who are normally on a single assignment in Postal Operations. Personnel with greater Time In Career Field (TICF) are normally found in the more demanding supervisory or managerial type jobs. Personnel with less TICF are usually performing the manual and technical jobs.
4. Training Analysis: Survey data tend to support the three training documents analyzed. Ninety-four percent of the Course Training Standard (CTS) and 91 percent of the Air Force Job Qualification Standard (AFJQS) referenced paragraphs or subparagraphs have tasks with more than 20 percent of the members performing. Five elements of the POI need to be reviewed because of less than 30 percent members performing. All three documents have tasks not referenced that have sufficient percent members performing to warrant review.
5. Job Satisfaction: Personnel in the jobs requiring manual labor are not as satisfied with their jobs as those individuals whose jobs have less manual labor. Postal operations personnel reflect lower percent of satisfied personnel than the comparative Command Support group.
6. Implications: Air Force personnel have the same jobs as postal operations personnel of other Services in support of the Military Postal System. Training received by first-assignment personnel is adequate for entry into first job.

SUPPLEMENTAL OCCUPATIONAL SURVEY REPORT
AIR FORCE SEGMENT OF INTERSERVICE POSTAL OPERATIONS

INTRODUCTION

This report presents the outcome of the Air Force portion of the Interservice Occupational Survey for Postal Operations and provides data on Air Force personnel working in postal operations and holding an Air Force Special Duty Identifier (SDI) 99604. It supplements and should be used in conjunction with the Interservice Occupational Survey Report (IOSR), published in May 1990.

In addition to being a part of the Interservice Postal Operations survey, the Air Force survey was accomplished to provide specific data concerning the Postal Operations Course Training Standard (CTS) and the Air Force Postal Specialist SDI 99604 Job Qualification Standard (JQS). In order to accomplish this, it was necessary to analyze the Air Force data as part of the overall survey and as a separate and independent survey. Information in this supplement provides Air Force data as they pertain to the Interservice survey and, where applicable, as independent Air Force data. Tables in the IOSR which contain Air Force data are referred to, but not reproduced, in this supplement.

Background

The Postal Specialist SDI was created in April 1977 from the Administrative Specialist AFSC. It was created to provide the Air Force with a trained group of personnel necessary for providing airmen overseas with postal services. The establishment of the SDI allowed the Air Force to satisfy the need without the required personnel base in CONUS. The last survey for the Postal Specialist SDI was conducted in 1985, with the Occupational Survey Report being published in November 1985. Individuals are selected to be Postal Specialists on an assignment basis and may come from any Air Force career ladder.

A number of airmen are assigned postal operations positions directly out of basic training and are sent to the postal operations course at the Interservice Postal Training Activity, Fort Benjamin Harrison. Upon completion of the course, they are sent overseas to their unit of assignment. After completing the overseas assignment, they are then retrained into an AFSC in which they can complete their careers.

Senior enlisted personnel, E-5 thru E-9, are selected for supervisory postal operations assignments. Unless they have previously been to Postal Operations School, assignment to a postal operations position normally includes attendance at the interservice course. There is a supervisor's course which includes, for those first time postal operations personnel, the same basic course that the junior personnel attend.

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Additional information concerning background for postal operations can be found in the Background section of the IOSR.

SURVEY METHODOLOGY

Inventory Development

Basic data concerning the inventory development are in the Inventory Development section of the IOSR. Air Force validation of the JI was accomplished by personal interviews with 4 subject-matter experts in CONUS and by mail with 81 subject-matter experts in units worldwide. These subject-matter experts were assigned to 18 operational locations selected to cover a variety of geographical locations, representation of tasks performed, and unique and varying functions. Data concerning the bases visited and those contacted by mail can be found at Appendix A.

Survey Administration

Basic information concerning the survey administration is in the Survey Administration section of the IOSR. Consolidated Base Personnel Offices at operational bases worldwide administered the respective surveys to all eligible Air Force personnel holding an SDI 99604. Participants came from computer-generated mailing lists provided by the Air Force Human Resources Laboratory (AFHRL).

Survey Sample

All eligible Air Force military postal personnel were provided survey booklets. IOSR Table 1 reflects how the Air Force sample compares to the other Services' samples. IOSR Table 2 shows Air Force background data in relation to the other Services. The Air Force respondents represent an accurate and proportional representation of major commands (MAJCOMs) and paygrades for this career ladder. Table AF 1 reflects how the sample compares to the actual population of the career ladder in terms of the distribution across MAJCOM. Table AF 2 shows the paygrade distribution for the sample and assigned population. These data indicate a good representation of the actual SDI population in the final sample.

Task Factor Administration

Information on the Incerservice Task Factor Administration as it pertains to the Air Force portion of the overall survey can be found in the Task Factor Administration section of the IOSR. Separate Air Force Training Emphasis and Task Difficulty data are used for several analyses discussed later in this supplement.

TABLE AF 1
COMMAND DISTRIBUTION OF SDI 99604 PERSONNEL

<u>COMMAND</u>	<u>PERCENT OF ASSIGNED*</u>	<u>PERCENT OF SAMPLE**</u>
TAC	4	5
ATC	1	-
USAFE	67	62
PACAF	26	31
AFSC	1	-
AAC	1	-
OTHER	-	-

TOTAL ASSIGNED = 991
TOTAL ELIGIBLE FOR SURVEY** = 827
TOTAL IN SAMPLE = 607
PERCENT OF ASSIGNED IN SAMPLE = 61%
PERCENT OF ELIGIBLE IN SAMPLE = 73%

* Assigned strength as of 5 July 1988

** Excludes those personnel in PCS, student, or
hospital status or with less than 6 weeks on
the job

- Less than .5 percent

TABLE AF 2
PAYGRADE DISTRIBUTION OF 99604 SURVEY SAMPLE

<u>GRADE</u>	<u>PERCENT OF ASSIGNED*</u>	<u>PERCENT OF SAMPLE</u>
AIRMAN	28	27
E-4	41	43
E-5	17	19
E-6	6	5
E-7	6	5
E-8	1	2
E-9	-	-

* Assigned strength as of July 1988
- Less than 1 percent

Training Emphasis (TE). A separate TE rating for Air Force participants was calculated. Ratings for 59 Air Force personnel were included in the Interservice TE rating. When the separate Air Force rating was run, only the ratings of 40 individuals were used. The reason for this difference is that the combination of the larger group of 146 personnel allowed for a more diversified data base which incorporated all 59 Air Force personnel.

Task Difficulty (TD). Separate Air Force TD data were used based on 43 respondents. The number of Air Force personnel included in the Interservice TD data base is 57. The rationale for this difference is the same as that for the TE difference; a larger data base allowed more combinations incorporating more people.

SPECIALTY JOBS (SDI Structure)

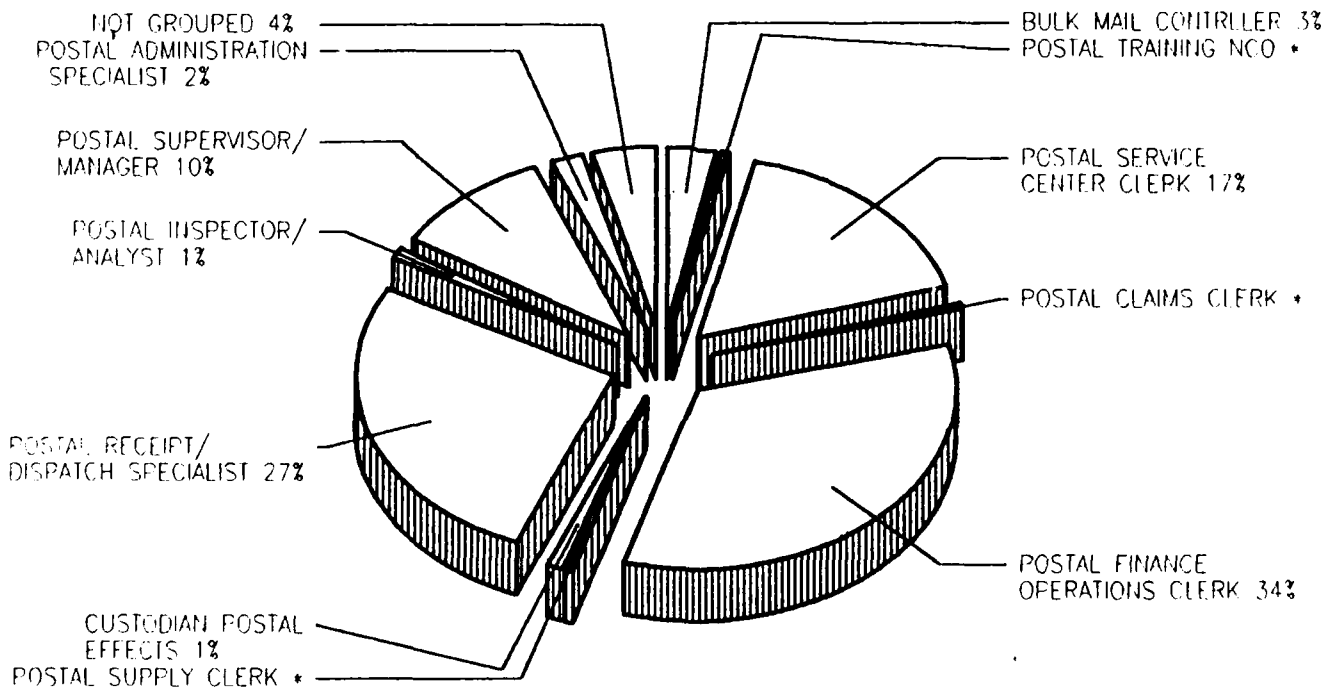
General aspects of specialty job information are covered in the SPECIALTY JOBS section of the IOSR.

Overview of Specialty Jobs

Air Force personnel from the Air Force sample are found in 11 of the 17 DOD job groups. Figure AF 1 reflects these jobs and the percent of Air Force personnel performing them. The following list of DOD jobs performed by Air Force personnel includes the IOSR job number, title, Air Force group (GP) number, and the number (N) of Air Force personnel in the group.

- I. BULK MAIL CONTROLLER (GP0317, N=20)
- II. POSTAL RECEIPT AND DISPATCH SPECIALIST (GP0318, N=156)
- VII. POSTAL FINANCE OPERATIONS CLERK (GP0319, N=204)
- VIII. CUSTODIAN OF POSTAL EFFECTS (GP0320, N=9)
- IX. POSTAL SERVICE CENTER CLERK (GP0321, N=104)
- X. POSTAL CLAIMS AND INQUIRY CLERK (GP0322, N=3)
- XIII. POSTAL INSPECTOR/ANALYST (GP0323, N=6)
- XIV. POSTAL SUPERVISOR AND MANAGER (GP0324, N=57)
- XV. POSTAL ADMINISTRATION SPECIALIST (GP0325, N=11)
- XVI. POSTAL TRAINING NCO (GP0326, N=2)
- XVII. POSTAL SUPPLY CLERK (GP0327, N=1)

AIR FORCE POSTAL OPERATIONS/ OFFICIAL MAIL JOBS



* Less than 1 percent

FIGURE AF 1

The respondents forming these groups account for 94 percent of the survey sample. The remaining 4 percent were performing tasks or series of tasks which did not group them with any of the defined jobs.

Table AF 3 shows the relative time spent by airmen in each duty for jobs performed by them. A brief description of each job can be found in the Overview of Specialty Jobs section of the IOSR. Table AF 4 provides selected Air Force background data for each job. Seventy-eight percent of the Air Force sample is found in the three major postal operations jobs of Postal Receipt and Dispatch Specialist, Postal Finance Operations Clerk, and Postal Service Center Clerk. Ten percent of the incumbents are found in the Postal Supervisor and Manager job, with 8 percent in the remaining seven jobs. IOSR Table 4 shows that Air Force personnel are the primary individuals in the Postal Service Center Clerk (83 percent) and the Bulk Mail Controller (95 percent) jobs, while filling 37 percent of the Postal Supervisor and Manager job. Representative tasks for each job can be found in Appendix B.

ANALYSIS OF TICF GROUPS

Basic data concerning TICF groups are in the ANALYSIS OF TICF GROUPS section of the IOSR. Time in Career Field (TICF) analysis allows identification of similarities and differences in task and duty performance at the various experience levels. This is usually accomplished when an occupation is not a separate or specific career field with normal skill progression, or it is a lateral career field. As in the IOSR, the following groupings are used to define levels of experience.

1 - 24 Months TICF	First Job
24 - 48 Months TICF	Second Job
1 - 48 Months TICF	First Assignment
49 - 96 Months TICF	Second Assignment
97+ Months TICF	Career

Comparison of the duty and task performance between first-job and second-job personnel indicates that, while there are some minor differences, the jobs they perform are essentially the same. These two groups have an 84 percent time-spent overlap on common tasks, which supports the position that they have the same job. Therefore, they will be discussed as the combined first-assignment group. Survey data, if desired, will also be available for first job and second job.

The distribution of TICF group personnel across the DOD specialty jobs is shown in Table AF 5. For each of the TICF groups, Table AF 6 reflects the relative time spent on each duty, and Table AF 7 provides a task comparison.

TABLE AF 3

RELATIVE PERCENT TIME SPENT PERFORMING DUTIES ACROSS DOD POSTAL
OPERATIONS/OFFICIAL MAIL JOBS
(AIR FORCE SAMPLE)

DUTIES	BULK MAIL CONTROLLER	POSTAL RECEIPT/ DISPATCH SPECIALIST	POSTAL FINANCE OPERATIONS CLERK	POSTAL CUSTODIAN OF POSTAL EFFECTS	POSTAL SERVICE CENTER CLERK	CLAIM/ INQUIRY CLERK
A ORGANIZING AND PLANNING	1	1	2	2	2	3
B DIRECTING AND IMPLEMENTING	*	1	2	3	2	2
C INSPECTING AND EVALUATING	1	2	1	5	2	1
D TRAINING	*		1	4	1	1
E PERFORMING ADMINISTRATIVE FUNCTIONS	6	3	3	2	3	7
F PERFORMING GENERAL POSTAL OR OFFICIAL MAIL FUNCTIONS	28	18	7	5	12	10
G PERFORMING SECURITY FUNCTIONS	6	4	5	8	3	6
H PERFORMING EQUIPMENT MAINTENANCE FUNCTIONS	*	2	3	4	2	9
I PERFORMING SUPPLY FUNCTIONS	0	1	3	5	*	4
J PERFORMING CUSTODIAN OF POSTAL EFFECTS (COPE) FUNCTIONS	0		2	7	*	1
K PERFORMING POSTAL FINANCIAL FUNCTIONS	0	*	4	17	*	1
L PERFORMING CLAIM AND INQUIRY FUNCTIONS	*	*	3	3	3	28
M PERFORMING CUSTOMS FUNCTIONS	0	*	4	2	*	2
N PERFORMING MAIL RECEIPT AND DISPATCH FUNCTIONS	11	40	20	7	20	11
O PERFORMING AERIAL MAIL TERMINAL (AMT), FLEET MAIL CENTER (FMC), OR MAIL CONTROL ACTIVITY (MCA) FUNCTIONS	44	12	1	0	1	0
P PERFORMING POSTAL SERVICE CENTER (PSC) FUNCTIONS	0	1	7	2	39	14
Q PERFORMING WINDOW FUNCTIONS	0	*	11	10	4	3
R PROCESSING MONEY ORDERS	0	*	8	13	1	0
S PROCESSING ACCOUNTABLE MAIL	2	12	13	3	5	0
T PERFORMING OFFICIAL MAIL FUNCTIONS	1	1	1	0	1	0

0 Denotes no tasks performed in duty

* Denotes tasks performed, but less than 1 percent relative time spent overall

TABLE AF 3 (CONTINUED)

RELATIVE PERCENT TIME SPENT PERFORMING DUTIES ACROSS DOD POSTAL
OPERATIONS/OFFICIAL MAIL JOBS
(AIR FORCE SAMPLE)

DUTIES	POSTAL INSPECTOR/ ANALYST	POSTAL SUPERVISOR/ MANAGER	POSTAL ADMINISTRATION SPECIALIST	POSTAL TRAINING NCO	POSTAL SUPPLY CLERK
A ORGANIZING AND PLANNING	10	14	11	3	0
B DIRECTING AND IMPLEMENTING	4	11	6	3	0
C INSPECTING AND EVALUATING	10	18	13	10	0
D TRAINING	2	8	6	70	0
E PERFORMING ADMINISTRATIVE FUNCTIONS	15	13	44	8	7
F PERFORMING GENERAL POSTAL OR OFFICIAL MAIL FUNCTIONS	8	8	11	3	6
G PERFORMING SECURITY FUNCTIONS	1	3	1	0	12
H PERFORMING EQUIPMENT MAINTENANCE FUNCTIONS	1	1	1	1	0
I PERFORMING SUPPLY FUNCTIONS	6	2	0	2	34
J PERFORMING CUSTODIAN OF POSTAL EFFECTS (COPE) FUNCTIONS	2	1	0	0	0
K PERFORMING POSTAL FINANCIAL FUNCTIONS	11	2	0	0	4
L PERFORMING CLAIM AND INQUIRY FUNCTIONS	7	4	0	0	0
M PERFORMING CUSTOMS FUNCTIONS	1	*	*	0	0
N PERFORMING MAIL RECEIPT AND DISPATCH FUNCTIONS	1	4	*	0	15
O PERFORMING AERIAL MAIL TERMINAL (AMT), FLEET MAIL CENTER (FMC), OR MAIL CONTROL ACTIVITY (MCA) FUNCTIONS	6	5	6	0	0
P PERFORMING POSTAL SERVICE CENTER (PSC) FUNCTIONS	1	2	0	0	0
Q PERFORMING WINDOW FUNCTIONS	*	1	0	0	7
R PROCESSING MONEY ORDERS	5	1	0	0	4
S PROCESSING ACCOUNTABLE MAIL	8	2	*	0	10
T PERFORMING OFFICIAL MAIL FUNCTIONS	1	*	0	0	1

0 Denotes no tasks performed in duty

* Denotes tasks performed, but less than 1 percent relative time spent overall

TABLE AF 4

SELECTED AIR FORCE BACKGROUND DATA FOR DOD POSTAL OPERATIONS/
OFFICIAL MAIL JOB GROUPS

BACKGROUND CATEGORY	BULK MAIL CONTROLLER	POSTAL RECEIPT/ DISPATCH SPECIALIST	POSTAL FINANCE OPERATIONS CLERK	POSTAL CUSTODIAN OF POSTAL EFFECTS	POSTAL SERVICE CENTER CLERK	CLAIM/ INQUIRY CLERK
NUMBER IN GROUP	20	156	204	9	104	3
PERCENT OF TOTAL SAMPLE	3%	27%	34%	1%	17%	-
PERCENT OVERSEAS	100%	97%	97%	100%	100%	100%
TICF DISTRIBUTION						
1 - 48 MONTHS	95%	89%	81%	78%	91%	66%
49 - 96 MONTHS	5%	10%	13%	22%	7%	33%
97+ MONTHS	0	1%	6%	0	2%	0
MAJCOM						
USAFE	60%	63%	65%	56%	65%	33%
PACAF	40%	31%	29%	44%	29%	67%
TAC	0	5%	4%	0	4%	0
OTHER	0	1%	1%	0	2%	0
PAYGRADE DISTRIBUTION						
E-1 to E-3	25%	39%	21%	0	40%	33%
E-4	60%	50%	47%	44%	45%	33%
E-5	15%	10%	27%	66%	13%	33%
E-6	0	1%	3%	0	1%	0
E-7	0	0	1%	0	0	0
E-8	0	0	0	0	0	0
E-9	0	0	0	0	0	0
AVERAGE MONTHS IN TICF						
AVERAGE MONTHS TAFMS	25	25	34	39	22	38
PERCENT SUPERVISING	43	46	68	70	44	44
AVERAGE YEARS EDUCATION	20%	17%	34%	78%	10%	33%
AVERAGE NUMBER OF TASKS PERFORMED	12.7	12.8	12.8	13.6	12.6	12.0
	23	55	148	95	49	60

- Indicates less than 1 percent, more than 0

TABLE AF 4 (CONTINUED)

SELECTED AIR FORCE BACKGROUND DATA FOR DOD POSTAL OPERATIONS/
OFFICIAL MAIL JOB GROUPS

BACKGROUND CATEGORIES	POSTAL INSPECTOR/ ANALYST	POSTAL SUPERVISOR/ MANAGER	POSTAL ADMINISTRATION SPECIALIST	POSTAL TRAINING NCO	POSTAL SUPPLY CLERK
NUMBER IN GROUP	6	57	11	2	1
PERCENT OF TOTAL SAMPLE	1%	10%	2%	-	-
PERCENT OVERSEAS	100%	96%	73%	-	100%
TICF DISTRIBUTION					
1 - 48 MONTHS	0	45%	45%	0	100%
49 - 96 MONTHS	83%	28%	9%	100%	0
97+ MONTHS	17%	26%	45%	0	0
MAJCOM DISTRIBUTION					
USAFE	33%	51%	55%	0	0
PACAF	50%	39%	27%	0	100%
TAC	17%	7%	9%	0	0
OTHER	0	3%	9%	100%	0
PAYGRADE DISTRIBUTION					
E-1 to E-3	0	0	0	0	0
E-4	17%	2%	18%	0	100%
E-5	17%	25%	18%	50%	0
E-6	33%	25%	9%	0	0
E-7	33%	28%	36%	50%	0
E-8	0	17%	0	0	0
E-9	0	3%	18%	0	0
AVERAGE MONTHS TICF	83	67	98	91	6
AVERAGE MONTHS TAFMS	130	190	169	165	141
PERCENT SUPERVISING	33%	91%	36%	50%	0
AVERAGE YEARS EDUCATION	13.0	13.0	13.6	13.0	14.0
AVERAGE NUMBER OF TASKS PERFORMED	84	117	30	37	81

- Indicates less than 1 percent

TABLE AF 5
DISTRIBUTION OF AIR FORCE TICF GROUPS
ACROSS DOD SPECIALTY JOBS

<u>SPECIALTY JOBS</u>	<u>1-48 MOS</u> <u>(N=484)</u>		<u>49-96 MOS</u> <u>(N=81)</u>		<u>97+ MOS</u> <u>(N=42)</u>	
	<u>NUM</u>	<u>PER</u>	<u>NUM</u>	<u>PER</u>	<u>NUM</u>	<u>PER</u>
I. BULK MAIL CONTROLLER	19	4%	1	1%	0	0
II. POSTAL RECEIPT AND DISPATCH SPECIALIST	139	29%	15	19%	2	5%
VII. POSTAL FINANCE OPERATIONS CLERK	166	34%	26	32%	12	29%
VIII. CUSTODIAN OF POSTAL EFFECTS	7	1%	2	2%	0	0
IX. POSTAL SERVICE CENTER CLERK	95	20%	7	9%	2	5%
X. POSTAL CLAIMS AND INQUIRY CLERK	2	-	1	1%	0	0
XIII. POSTAL INSPECTOR/ANALYST	0	0	5	6%	1	2%
XIV. POSTAL SUPERVISOR AND MANAGER	26	5%	16	20%	15	36%
XV. POSTAL ADMINISTRATION SPECIALIST	5	1%	1	1%	5	12%
XVI. POSTAL TRAINING NCO	0	0	2	2%	0	0
XVII. POSTAL SUPPLY CLERK	1	-	0	0	0	0
NOT GROUPED	24	5%	5	6%	5	12%

- Indicates less than 1 percent

TABLE AF 6
AVERAGE PERCENT TIME SPENT PERFORMING DUTIES
BY AIR FORCE TICF GROUPS

<u>DUTIES</u>	<u>1-48 MOS (N=484)</u>	<u>49-96 MOS (N=81)</u>	<u>97+ MOS (N=42)</u>
A ORGANIZING AND PLANNING	3	7	10
B DIRECTING AND IMPLEMENTING	2	5	6
C INSPECTING AND EVALUATING	2	7	12
D TRAINING	2	6	8
E PERFORMING ADMINISTRATIVE FUNCTIONS	4	8	14
F PERFORMING GENERAL POSTAL OR OFFICIAL MAIL FUNCTIONS	13	9	9
G PERFORMING SECURITY FUNCTIONS	4	3	3
H PERFORMING EQUIPMENT MAINTENANCE FUNCTIONS	2	2	2
I PERFORMING SUPPLY FUNCTIONS	1	3	3
J PERFORMING CUSTODIAN OF POSTAL EFFECTS (COPE) FUNCTIONS	1	1	1
K PERFORMING POSTAL FINANCIAL FUNCTIONS	2	5	3
L PERFORMING CLAIM AND INQUIRY FUNCTIONS	2	4	3
M PERFORMING CUSTOMS FUNCTIONS	2	1	1
N PERFORMING MAIL RECEIPT AND DISPATCH FUNCTIONS	25	15	8
O PERFORMING AERIAL MAIL TERMINAL (AMT), FLEET MAIL CENTER (FMC), OR MAIL CONTROL ACTIVITY (MCA) FUNCTIONS	7	5	3
P PERFORMING POSTAL SERVICE CENTER (PSC) FUNCTIONS	11	7	4
Q PERFORMING WINDOW FUNCTIONS	5	3	2
R PROCESSING MONEY ORDERS	3	3	2
S PROCESSING ACCOUNTABLE MAIL	9	6	5
T PERFORMING OFFICIAL MAIL FUNCTIONS	1	1	1

TABLE AF 7

DISPLAY OF TASKS SHOWING DIFFERENCES BETWEEN
AIR FORCE TICF GROUPS
(PERCENT MEMBERS PERFORMING)

TASKS	1-48 MOS (N=484)	49-96 MOS (N=81)	97+ MOS (N=42)
LOAD OR UNLOAD MAIL INTO VEHICLES	77	60	50
SORT INCOMING MAIL	69	56	43
ATTACH FLIGHT TAGS TO OUTGOING POUCHES OR SACKS	62	51	40
POUCH OR SACK OUTGOING MAIL	61	51	43
ATTACH FLIGHT LABELS TO OUTGOING POUCHES OR SACKS	61	52	36
PREPARE SLIDE LABELS FOR OUTGOING POUCHES OR SACKS	61	47	40
SORT OUTGOING MAIL	59	51	40
CANCEL MAIL	57	49	43
POSTMARK OUTGOING MAIL	56	53	40
INDORSE MISSENT OR DAMAGED MAIL	56	56	43
COLLECT MAIL FROM DROP BOXES	43	37	40

WRITE MESSAGES	24	30	69
WRITE CORRESPONDENCE	22	53	69
REVIEW PUBLICATIONS, DIRECTIVES, OR INSTRUCTIONS	25	51	69
TYPE CORRESPONDENCE, FORMS, OR REPORTS	30	44	62
CONDUCT MEETINGS OR BRIEFINGS	14	43	57
ESTABLISH LIAISON WITH OTHER MILITARY ACTIVITIES, SUCH AS MAINTENANCE OR SUPPLY	11	38	57
INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR PERSONNEL	12	44	55
SUPERVISE MILITARY PERSONNEL IN POSTAL OPERATION	25	65	55
PLAN WORK PRIORITIES	18	52	55
MAINTAIN MANUALS OR PUBLICATION FILES	18	53	52
COUNSEL PERSONNEL ON PERSONAL OR MILITARY- RELATED MANNERS	20	49	52
PLAN WORK ASSIGNMENTS	19	53	52
EVALUATE WORK PERFORMANCE OF PERSONNEL	21	54	50

Experience Level Descriptions

First-Assignment (1-48 Months TICF). The 484 airmen in this group (representing 80 percent of the survey sample) performed an average of 81 tasks. As shown in Table AF 5, 88 percent of these people are found in the five DOD Postal Operations technical jobs (Bulk Mail Controller, Postal Finance Operations Clerk, Postal Receipt and Dispatch Specialist, COPE, and PSC clerk), only 12 percent spread among the other six jobs, and 5 percent not grouped. They perform tasks across the spectrum of the duties, as reflected in Table AF 6, with 58 percent of their time taken up by four duties: Performing Mail Receipt and Dispatch functions, Performing General Postal and Official Mail Functions, Performing Postal Service Center Functions, and Processing Accountable Mail. Thirty percent of the remaining time is spent on 11 other technical duties, leaving 13 percent for administrative tasks and those associated with supervision and training. Table AF 7 displays selected tasks performed by a majority of these individuals (see highlighted column upper half of the table) for comparative purposes. As can quickly be ascertained, tasks common to first-assignment personnel are also performed by members of the other two groups, but in declining percentages.

Second-Assignment (48-96 Months TICF). Personnel in their second assignment make up 13 percent of the sample population, perform an average of 122 tasks, and represent 10 of the 11 DOD jobs identified for this report (Table AF 5). Like the first-assignment group, the second-assignment group has a good percentage of its personnel in the Postal Receipt and Dispatch Specialist job and the Postal Finance Operations Clerk job. Unlike them, however, a greater percentage of them are found in the supervisor/manager job. Table AF 6 shows that personnel of this group spend about 67 percent of their relative time performing tasks in the technical duties, with 33 percent concentrated in the administrative, supervisory, and training duties. These data and those shown on Table AF 7 reflect the shift from technical worker to working supervisor. Sixty percent of the group indicate they supervise as compared to 25 percent for the first-assignment group.

Career (97+ Months TICF). Career personnel (7 percent of the survey sample) average 122 tasks, with 60 percent reporting they supervise one or more individuals. They are represented in 7 of the 11 DOD jobs identified for this report (Table AF 5). This group has a good percentage of its personnel in the Postal Finance Operations Clerk and Postal Supervisor/Manager jobs. Fifty percent of this groups' relative time is spent on tasks in the usual supervisory, managerial, training, and administrative duties (see Table AF 6). This tends to indicate that this SDI has working supervisors involved in the day-to-day operation of the MPO. The highlighted portion of Table AF 7 supports this transition, as the upper portion reflects the smaller percentage of career personnel performing the technical tasks, and conversely, the bottom portion shows the increase in career people performing supervisory tasks.

Summary

Occupation progression is evident, with personnel in their first assignment spending the vast majority of their job time performing technical and manual tasks. The gradual movement from predominately technically and manually oriented to more supervisory oriented progresses through the second-assignment category into the career category as would be expected for the normal occupation.

ANALYSIS OF AFR 39-1 SPECIALTY DESCRIPTIONS

Survey data were compared to the AFR 39-1 Specialty Description for Postal Specialist, dated 1 February 1988. The AFR 39-1 description for Postal Specialist does not provide different descriptions for grades or TICF groups. It has five Postal Operations functional areas, with accompanying tasks, that personnel with SDI 99604 are expected to be able to perform. These areas and the tasks listed under them accurately reflect the technical aspects of the jobs performed by the sample population.

TRAINING ANALYSIS

General information concerning training analysis can be found in the TRAINING ANALYSIS section of the IOSR. Three documents were used for training analysis of Air Force Postal Operations training requirements. The first document is the Air Force Course Training Standard (CTS) G5AB990604 001, dated December 1987. This document is used because the actual training of postal operations personnel is not accomplished by an Air Force Technical Training Center, and this document takes the place of the Specialty Training Standard. The second document is the Air Force Job Qualification Standard (AFJQS) 99604 for Air Force Postal Specialist, dated 1 May 1988. The final document is the Plan of Instruction, POI 510-ASIF5 (G5ABA99604 001) Postal Operations, dated 26 September 1988, discussed in the IOSR.

Tasks were matched to the subparagraphs and elements of the CTS and AFJQS by Air Force personnel teaching at the Interservice Postal Training Activity. Interservice Postal Training Activity personnel from different services matched the tasks to the sections and subsections of the POI. It was this matching upon which comparison to these documents was based and is the basis for analysis. A complete computer listing displaying the percent members performing tasks, TE and TD ratings for each task, along with the CTS, AFJQS, and POI matching, has been forwarded to the Functional Manager and Technical School Training Manager for use in further detailed reviews of training documents. A summary of this information is presented below.

First-Assignment Personnel

There were 484 airmen in their first assignment as postal specialists. They represent 80 percent of the Air Force sample. As reflected in Table AF 10, approximately 88 percent of their duty time is devoted to performing tasks in the technical duties. Distribution of these personnel across the DOD Postal Occupations/Official Mail jobs is displayed in Figure AF 2. This shows 34 percent of the respondents working in the Postal Finance Operations Clerk cluster, 29 percent in the Postal Receipt and Dispatch Specialist cluster, 20 percent in the Postal Service Center Clerk cluster, and 11 percent spread among the six other DOD Postal Operations/Official Mail jobs. Table AF 8 shows representative tasks performed by first-assignment Postal Operations personnel.

One of the objectives of this survey project was to gather data for the Interservice Postal Training Activity pertaining to equipment or supplies used or operated by personnel in the field. Table AF 9 shows the 29 of 55 items in the inventory that 30 percent or more Air Force first-assignment personnel indicated they use or operate.

Data concerning the types of mail processed by Air Force graduates of the interservice school are of value to help determine whether specific types of mail should be mentioned or taught in the course. Table AF 10 reflects the 29 types of mail that 30 percent or more Air Force first-assignment personnel indicated they process or handle.

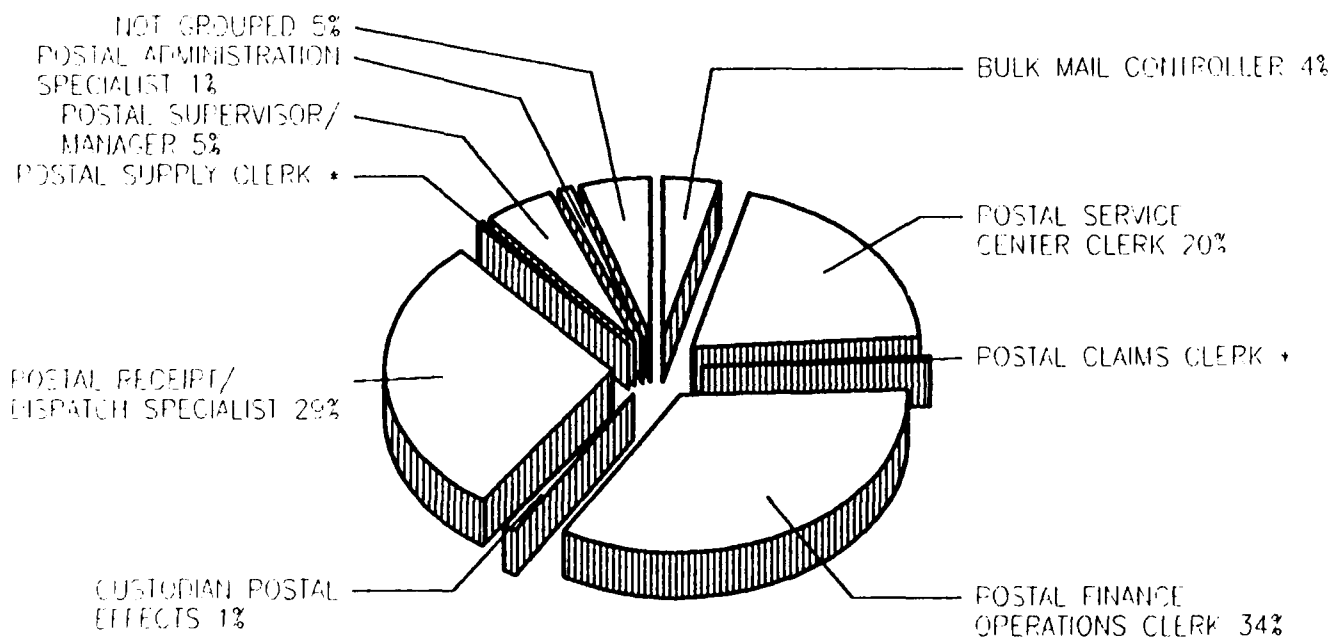
Training Emphasis (TE) and Task Difficulty (TD) Data

Tasks having the highest (TE) ratings are listed in Table AF 11. Included for each task is also the percent of first-assignment personnel performing and the TD rating. The tasks listed are predominately technical in nature with one administrative task included. Nine of the tasks shown reflect that greater than 30 percent of the first-assignment personnel are performing them, accounting for the high TE ratings. The tasks in this table should not be considered as all inclusive or the only ones to be reviewed.

Table AF 12 lists the tasks having the highest TD ratings. The percentage of first-assignment personnel performing and the TE ratings are also included for each task. The majority of the tasks in Table AF 11 (28) are supervisory, administrative, and training oriented and deal, for the most part, with areas that are not worked on by many first-assignment Postal Operations personnel; i.e., Task C-74 Evaluate budget requirements (TD = 7.24, 3 percent first-assignment personnel performing). As with the TE ratings, these lists should not be considered as all-inclusive.

TE and TD data are secondary factors that can assist technical school personnel in deciding what tasks should be emphasized in entry-level training. These ratings, based on the judgements of senior Postal Operations NCOs working in the field, were collected to provide training personnel with a rank-ordering of those tasks considered important for first-assignment individual training (TE), along with a measure of the difficulty of those tasks

AIR FORCE POSTAL OPERATIONS FIRST-ASSIGNMENT PERSONNEL JOBS



* Less than 1 percent

FIGURE AF 2

TABLE AF 8

REPRESENTATIVE TASKS PERFORMED BY AIR FORCE POSTAL OPERATIONS
FIRST-ASSIGNMENT PERSONNEL
(1-48 MONTHS TICF)

TASKS	PERCENT MEMBERS PERFORMING (N=484)
LOAD OR UNLOAD MAIL INTO VEHICLES	77
SORT INCOMING MAIL	69
REPAIR OR REWRAP DAMAGED LETTERS OR PARCELS	68
ATTACH FLIGHT TAGS TO OUTGOING POUCHES OR SACKS	62
ATTACH FLIGHT LABELS TO OUTGOING POUCHES OR SACKS	61
PREPARE SLIDE LABELS FOR OUTGOING POUCHES OR SACKS	61
POUCH OR SACK OUTGOING MAIL	60
SORT OUTGOING MAIL	59
CANCEL MAIL	57
POSTMARK OUTGOING MAIL	56
INDORSE MISSENT OR DAMAGED MAIL	56
LOAD OR UNLOAD MAIL INTO CONTAINERS	54
LABEL OUTSIDE PIECES	52
RETURN UNDELIVERABLE MAIL TO SERVING POST OFFICES	51
DATE STAMP INCOMING MAIL	50
TIE OUT MAIL	49
BREAK DOWN CONSOLIDATED MAIL	48
DRIVE POSTAL VEHICLES	47
ADVISE CUSTOMERS ON POSTAL RATES OR ESTIMATED TIMES OF TRAVEL	46
WITNESS OPENINGS OR CLOSINGS OF SEALED POSTAL VEHICLES	45
WITNESS OPENINGS OR CLOSINGS OF ACCOUNTABLE MAIL POUCHES OR SACKS	45
AFFIX SEALS TO POSTAL VEHICLES	44
COLLECT MAIL FROM DROP BOXES	43
VERIFY SEALS ON OUTGOING ACCOUNTABLE MAIL POUCHES OR SACKS	43
TURN IN DAMAGED MAIL SACKS, POUCHES, OR EMPTY EQUIPMENT TO EMPTY EQUIPMENT STORAGE	43

TABLE AF 9

EQUIPMENT OR SUPPLIES USED OR OPERATED BY
30 PERCENT OR MORE AIR FORCE POSTAL OPERATIONS
FIRST-ASSIGNMENT PERSONNEL
(1-48 MONTHS TICF)

<u>EQUIPMENT OR SUPPLIES</u>	<u>PERCENT MEMBERS USING (N=484)</u>
MAIL BAGS	85
RUBBER STAMPS	80
LETTER TRAYS	76
TYPEWRITERS	74
MAIL BAG HOLDERS	71
CARTS	71
LOCKS	69
SEALS	67
RUBBER STAMP RACKS	65
ADDING MACHINES	65
FILE CABINETS	64
MAIL POUCHES	62
CALCULATORS	61
POSTAL SCALES, MANUAL	59
VEHICLES	56
MAIL SORTING RECEPTACLES	55
POSTAL PUBLICATIONS	54
MAIL DROP BOXES	53
SAFES	52
MAIL DELIVERY RECEPTACLES (LOCK BOXES)	52
SORTING TABLES	45
TAPE MOISTENERS	40
CANCELLING MACHINES, AUTOMATED	38
DOLLIES	38
CONVEYORS	36
MONEY ORDER IMPRINTERS	35
CASH BOXES	33
POSTAL SCALES, AUTOMATED	33
SEAL HAND PRESSES	30

TABLE AF 10

TYPES OF MAIL PROCESSED BY 30 PERCENT
OR MORE OF AIR FORCE POSTAL OPERATIONS
FIRST-ASSIGNMENT PERSONNEL
(1-48 MONTHS TICF)

<u>TYPES OF MAIL PROCESSED</u>	<u>PERCENT MEMBERS PROCESSING (N=484)</u>
FIRST CLASS MAIL	92
SPACE AVAILABLE MAIL	87
FOURTH CLASS MAIL	85
PARCEL AIRLIFT (PAL) MAIL	84
NUMBERED INSURED MAIL	83
CERTIFIED MAIL	83
SPECIAL FOURTH CLASS LIBRARY RATE MAIL	81
THIRD CLASS MAIL	80
UNNUMBERED INSURED MAIL	79
EXPRESS MAIL	79
INTERNATIONAL	78
SECOND CLASS MAIL	77
SPECIAL FOURTH CLASS BOOK RATE MAIL	70
MILITARY ORDINARY MAIL (MOM)	69
OFFICIAL MILITARY MAIL	67
GENERAL DELIVERY MAIL	67
REGISTERED MAIL	66
THIRD CLASS BULK RATE/NONPROFIT MAIL	65
UNDELIVERABLE MAIL	57
DEAD LETTER MAIL	52
INTERDELIVERY SERVICE (ISD) MAIL	45
BUSINESS REPLY MAIL	42
SPECIAL DELIVERY MAIL	40
POSTAGE DUE MAIL	36

TABLE AF 11

TASKS WITH HIGHEST AIR FORCE TRAINING EMPHASIS RATINGS

TASKS	TNG EMP	PERCENT FIRST ASSIGNMENT (N=484)	TASK DIFF
K293 AUDIT FIXED CREDITS	6.07	17	5.47
S504 PREPARE DD FORMS 2261 (REGISTERED MAIL - BALANCE AND INVENTORY)	6.00	49	5.99
L327 ADVISE CUSTOMERS ON CLAIM OR INQUIRY PROCEDURES	5.80	25	5.38
R491 VERIFY DAILY MONEY ORDER BUSINESS REPORTS	5.55	20	5.07
L336 PREPARE PS FORMS 3812 (REQUEST FOR PAYMENT OF DOMESTIC POSTAL INSURANCE/CLAIM IDENTIFICATION)	5.35	13	5.67
L334 PREPARE PS FORMS 1510 (MAIL LOSS/RIFLING REPORT)	5.28	15	4.02
R483 PREPARE VERIFICATION TAPES OF DAILY MONEY ORDER BUSINESS	5.22	27	5.63
R484 REPORT MONEY ORDER DISCREPANCIES, SUCH AS LOST OR MUTILATED MONEY ORDERS	5.10	19	6.44
K301 ISSUE FIXED CREDITS TO WINDOW CLERKS	5.02	11	5.61
R482 PREPARE PS FORMS 6019 (MILITARY POST OFFICE (MPO) REPORT OF MONEY ORDER BUSINESS)	4.97	26	5.81
R480 MAINTAIN DD FORMS 885 (MONEY ORDER CONTROL RECORD)	4.97	25	5.01
Q467 COMPUTE POSTAGE OR FEES FOR INTERNATIONAL CLASSES OF NONOFFICIAL MAIL	4.90	34	5.63
J280 COLLECT POSTAGE METER REMITTANCES	4.90	11	5.52
A17 ESTABLISH POSTAL OPERATIONS POLICIES, SUCH AS STANDARD OPERATING PROCEDURES (SOP) OR POSTAL OPERATING PLANS (POP)	4.88	9	6.69
L338 PREPARE PS FORMS 565 (REGISTERED MAIL APPLICATION FOR INDEMNITY/INQUIRY)	4.85	9	5.58
L330 DETERMINE DISPOSITION OF DAMAGED ARTICLES	4.80	16	5.07
S517 PREPARE PS FORMS 3883 (FIRM DELIVERY BOOK - REGISTERED, CERTIFIED, AND NUMBERED INSURED MAIL)	4.80	34	4.77
J281 CONSOLIDATE MONEY ORDER BUSINESS REPORTS	4.77	12	5.96
N373 DETERMINE MAILABILITY OF PACKAGE CONTENTS	4.75	38	5.15
P445 FORWARD MAIL TO TRANSIENT, TRANSFERRED, TDY, TAD, OR DISCHARGED PERSONNEL	4.75	43	4.66
Q461 ADVISE CUSTOMERS ON POSTAL RATES OR ESTIMATED TIMES OF TRAVEL	4.72	46	4.79
K298 IDENTIFY STAMP STOCK SHORTAGES OR OVERAGES	4.70	14	5.08
Q466 COMPUTE POSTAGE OR FEES FOR DOMESTIC CLASSES OF NONOFFICIAL MAIL	4.70	35	5.25
S514 PREPARE PS FORMS 3854 (MANIFOLD REGISTRY DISPATCH)	4.67	4	5.35
N378 INDORSE MISSENT OR DAMAGED MAIL	4.65	56	3.74
P442 DIRECTORIZE MAIL FOR DISTRIBUTION	4.63	37	5.53
K299 INCREASE OR DECREASE FIXED CREDITS	4.60	9	5.41
J284 ISSUE POSTAGE METERS	4.57	13	5.27

TABLE AF 12

TASKS WITH HIGHEST AIR FORCE TASK DIFFICULTY RATINGS

TASKS	TNG EMP	PERCENT FIRST ASSIGNMENT (N=484)	TASK DIFF
A18 FORECAST BUDGET REQUIREMENTS AT COMMAND LEVEL	8.08	2	1.23
A19 FORECAST BUDGET REQUIREMENTS AT DEPARTMENT LEVEL	8.07	2	.93
I255 PERFORM SEA MARKET (SEA MART) RUNS	7.94	0	.00
I258 PERFORM SUBMARINE MARKET (SUB MART) RUNS	7.93	0	.13
A21 FORECAST EQUIPMENT REQUIREMENTS AT COMMAND LEVEL	7.86	2	1.46
B50 IMPLEMENT OFFICIAL MAIL COST CONTROL PROGRAM (OMCCP)	7.80	1	.97
A22 FORECAST EQUIPMENT REQUIREMENTS AT DEPARTMENT LEVEL	7.59	5	1.63
D106 DEVELOP TRAINING MATERIALS, SUCH AS SPECIALTY TRAINING STANDARDS (STS)	7.53	4	1.80
A23 FORECAST MANPOWER REQUIREMENTS AT COMMAND LEVEL	7.51	2	1.73
E139 PREPARE MC FORMS 5215 (MARINE CORPS DIRECTIVE SYSTEM)	7.51	0	.00
B51 IMPLEMENT POSTAL ASSISTANCE ADVISOR PROGRAMS	7.50	1	1.15
D112 MAINTAIN NAVY PERSONNEL ADVANCEMENT REQUIREMENTS (PARS)	7.42	0	.00
C74 EVALUATE BUDGET REQUIREMENTS	7.24	3	2.58
O434 TRANSFER OUTGOING MAIL AT SEA USING HELICOPTERS OR HIGH LINES	7.09	0	.00
E140 PREPARE NAVMC FORMS 11157 (POSTAL INSPECTOR ID CARD)	7.05	0	.00
A33 REVIEW EQUIPMENT REQUIREMENTS AT DEPARTMENT LEVEL	7.00	5	1.65
I256 PERFORM SERVICE MARKET (SERV MART) RUNS	6.96	0	.15
B49 IMPLEMENT DISASTER PREPAREDNESS OR CONTINGENCY PROCEDURES	6.93	4	3.00
A20 FORECAST BUDGET REQUIREMENTS AT UNIT LEVEL	6.88	5	3.33
A34 REVIEW EQUIPMENT REQUIREMENTS AT DIVISION LEVEL	6.84	3	1.25
A08 DEVELOP DISASTER PREPAREDNESS OR CONTINGENCY PROCEDURES	6.82	6	2.58
A24 FORECAST MANPOWER REQUIREMENTS AT DEPARTMENT LEVEL	6.81	3	1.15
D104 DEVELOP LESSON PLANS	6.75	6	2.70
A17 ESTABLISH POSTAL OPERATIONS POLICIES, SUCH AS STANDARD OPERATING PROCEDURES (SOP) OR POSTAL OPERATING PROCEDURES (POP)	6.69	9	4.88
A35 REVIEW MANPOWER REQUIREMENTS AT DEPARTMENT LEVEL	6.60	3	1.28
D108 EVALUATE EFFECTIVENESS OF TRAINING PROGRAMS	6.59	6	2.65
D107 DEVELOP TRAINING PROGRAMS	6.49	6	3.55
B52 IMPLEMENT QUALITY CONTROL PROGRAMS	6.46	8	3.65
C92 WRITE STAFF STUDIES OR SPECIAL REPORTS	6.34	4	1.50
D105 DEVELOP TESTS OR EXAMINATIONS	6.33	4	1.68
C75 EVALUATE INDIVIDUALS FOR PROMOTION, DEMOTION, OR RECLASSIFICATION	6.31	6	1.10
B57 PROVIDE TECHNICAL ASSISTANCE TO POSTAL AUTHORITIES OR HIGHER HEADQUARTERS	6.29	5	2.15

(TD). When combined with data on the percentages of first-assignment personnel performing tasks, comparisons can then be made to determine if training adjustments are necessary. For example, tasks receiving high ratings on both task factors, accompanied by moderate to high percentages performing, may warrant resident training. Those tasks receiving high task factor ratings, but low percentages performing, may be more appropriately planned for OJT programs in the field. Low task factor ratings may highlight tasks best omitted from training for first-assignment personnel, but this decision must be weighed against percentages of personnel performing the tasks, Service concerns, and criticality of the tasks. Various lists of tasks, accompanied by TE and TD ratings, are contained in the TRAINING EXTRACT package and should be reviewed in detail by technical school personnel.

Five raters provided write-in comments at the end of their TE booklets. The following are paraphrased comments:

Graduating postal clerks need to be knowledgeable in major aspects of postal operations dealing with finances, claims, customs, supply, and customer relations.

Postal school should be challenging, with hands-on training of doing the tasks, rather than just reading about it in a book and answering questions.

Postal NCOs should be provided formal schooling, rather than OJT.

No training in PSC, claims, customs, supply, dispatch, or customer relations at Fort Benjamin Harrison School. Half personnel at station had school waived and had to get knowledge by OJT. Military knowledge required to be informed postal clerk. Postal personnel should all be volunteers.

There were three comments by TD raters. One dealt with an added task. Another indicated difficulty in conducting and observing training of first-term airmen assigned to one-man-deep positions at General Service Units. The third indicated first-term personnel assigned to AMTs and large APOs have difficulty loading and unloading military seavans, sealands, and airline containers, while others have difficulty in lifting the required 70 pounds.

Comments will be provided the Air Force functional manager and training manager. (For additional information on TE and TD ratings, see Task Factor Administration in the SURVEY METHODOLOGY section of this report.)

Course Training Standard (CTS)

Data were displayed for the total survey population, first-assignment group, second-assignment group, career group, and the applicable major commands (USAFE, PACAF, and TAC) matched to the elements of the CTS. CTS paragraphs containing general knowledge information, subject-matter knowledge requirements, or supervisory responsibilities were not evaluated. Any subparagraph which was supported by at least one task with 20 percent members performing from the total survey population, one of the TICF groups, or one of the MAJCOM data was considered to be a valid area to be included in the CTS. Where a change is suggested by the survey data and the area is included in a table, only the task reflecting the highest percent members performing is used to support the finding. Complete data are available in the computer printouts provided with this report.

Survey data support inclusion of the majority of the paragraphs and subparagraphs in the CTS. There are, however, 5 of 84 paragraphs or subparagraphs that do not have a task matched with 20 percent or more members performing. They are in Table AF 13 and should be reviewed to determine if retention in the CTS is warranted.

Tasks not matched to any element of the CTS are listed at the end of the CTS computer listing. These were reviewed to determine if there were any tasks concentrated around any particular functions or jobs. No particular trends were noted. Examples of technical tasks performed by 20 percent or more respondents of the CTS target groups, but not referenced to any CTS element, are shown in Table AF 14. Training personnel and MAJCOM subject-matter experts should review these and other eligible unreferenced tasks to determine if the areas they pertain to are justified to be included in the CTS.

Air Force Job Qualification Standard (AFJQS) Analysis

Data for the total survey population, TICF groups, and the applicable MAJCOM were matched to the elements of the AFJQS. Paragraphs containing general knowledge information, subject-matter knowledge requirements, or supervisory responsibilities were not evaluated. Any subparagraph which was supported by at least one task with 20 percent members performing from the total survey population, one of the TICF groups, or one of the MAJCOM was considered to be a valid area to be included in the AFJQS. Where an area is included in a table, only the task reflecting the highest percent members performing is used to support the finding. Complete data are available in the computer printouts provided with this report.

The majority of the AFJQS paragraphs and subparagraphs are supported by the survey data. Only 27 of 293 paragraphs or subparagraphs are not supported at the 20 percent level. Table AF 15 shows those paragraphs and subparagraphs that require review to determine if retention in the AFJQS is warranted.

TABLE AF 13

SDI 99604 CTS ELEMENTS REQUIRING REVIEW

CTS ELEMENT/SELECTED SAMPLE TASKS	PERCENT MEMBERS PERFORMING							TE* RATING	TD** RATING
	1ST ASG (N=484)	2D ASG (N=81)	CAREER (N=42)	USAFE (N=376)	PACAF (N=187)	TAC (N=31)			
9-1i REDEEM INTERNATIONAL REPLY COUPONS (IRC)									
Q463 CASH INTERNATIONAL REPLY COUPONS (IRC)	3	6	5	2	7	6	2.35	5.71	
9-1j PREPARE QUARTERLY OFFICIAL POSTAGE METER REPORTS									
K305 PREPARE AF FORMS 1394 (QUARTERLY POSTAGE EXPENDITURE REPORT)	1	1	0	1	0	0	2.07	6.02	
9-4c ENDORSE CUSTOMS EXEMPT PARCELS									
M353 INDOOR CUSTOMS EXEMPT PARCELS	15	19	19	18	14	10	2.90	4.25	
11i REPAIR MAIL RECEPTACLES									
H244 PERFORM PREVENTIVE MAINTENANCE ON MAIL DROP BOXES	11	12	17	11	13	13	2.30	4.20	
14c OBSERVE CARRIERS' HANDLING AND PROTECTION PROCEDURES									
O416 MONITOR MAIL RAMP TRANSFERS	10	14	7	9	14	6	1.95	5.32	

TABLE AF 14

EXAMPLES OF TECHNICAL TASKS PERFORMED NOT REFERENCED TO SDI 99604 CTS

TASKS	PERCENT MEMBERS PERFORMING						TAC (N=31)	TE* RATING	TD** RATING
	1ST ASG (N=484)	2D ASG (N=81)	CAREER (N=42)	USAFE (N=376)	PACAF (N=187)				
F181 LOAD OR UNLOAD MAIL INTO VEHICLES	77	60	50	74	74	68	2.38	3.68	
N364 ATTACH FLIGHT TAGS TO OUTGOING POUCHES OR SACKS	62	51	40	65	49	55	3.32	3.46	
N363 ATTACH FLIGHT LABELS TO OUTGOING POUCHES OR SACKS	61	52	36	63	51	55	3.40	3.50	
N378 INDORSE MISSENT OR DAMAGED MAIL	56	56	43	56	53	58	4.65	3.74	
N383 POSTMARK OUTGOING MAIL	56	53	40	57	49	61	3.88	3.20	
F180 LOAD OR UNLOAD MAIL INTO CONTAINERS	54	32	21	52	41	52	1.85	3.63	
N382 LABEL OUTSIDE PIECES	52	44	38	52	46	58	3.70	3.46	
N394 RETURN UNDELIVERABLE MAIL TO SERVING POST OFFICES	51	44	26	52	43	55	3.45	3.75	
N369 BREAK DOWN CONSOLIDATED MAIL	48	46	33	53	36	55	3.17	4.13	
N362 AFFIX SEALS TO POSTAL VEHICLES	44	46	36	45	45	48	3.63	3.11	
S525 VERIFY SEALS ON OUTGOING ACCOUNTABLE MAIL POUCHES OR SACKS	43	41	38	43	43	42	3.65	4.07	
N397 SCREEN MAIL FOR DAMAGE OR TAMPERING	42	48	48	43	43	48	3.65	4.45	
N404 VERIFY ADDRESSES	42	40	33	43	40	32	3.07	3.91	
N371 COUNT MAIL	40	37	29	40	39	45	2.75	3.64	
G208 CONDUCT SECURITY CHECKS OF POSTAL EFFECTS OR FACILITIES	39	52	50	39	48	35	4.60	4.26	
N386 PREPARE AND AFFIX FACING SLIPS	39	41	29	43	33	26	3.52	3.75	
P440 ASSIST CUSTOMERS ON COMPLETION OF PS FORMS 3576 (CHANGE OF ADDRESS CARD)	38	35	33	37	36	39	3.40	3.97	
P456 STOW MAIL TOO LARGE FOR LOCK BOXES	37	31	24	39	28	32	3.05	3.35	
S507 PREPARE PS FORMS 3800 (RECEIPT FOR CERTIFIED MAIL)	35	28	29	36	30	32	3.65	4.32	
P443 DISTRIBUTE ACCOUNTABLE MAIL TO LOCK BOXES	32	27	26	34	27	23	3.75	4.78	
S524 VERIFY NUMBERS ON ACCOUNTABLE CONTAINERS	32	28	26	31	33	35	3.02	4.10	
P437 ADVISE CUSTOMERS ON SECURITY OF MAIL DELIVERY RECEPTACLES	31	32	33	33	29	29	2.75	4.05	
Q470 PERFORM NONFINANCIAL WINDOW SERVICE, SUCH AS DISTRIBUTING LARGE PARCELS TO CUSTOMERS	31	31	33	33	29	26	2.85	4.10	
E161 TYPE CORRESPONDENCE, FORMS, OR REPORTS	30	62	64	34	40	48	1.97	4.78	
F167 ATTEND LECTURES, MEETINGS, SEMINARS, OR CONFERENCES	30	43	50	34	29	45	1.25	3.96	

TABLE AF 15

AFJQS 99604 ELEMENTS REQUIRING REVIEW

JQS ELEMENT (WITH SELECTED SAMPLE TASKS)	PERCENT MEMBERS PERFORMING							TAC (N=31)	TE* RATING	TD** RATING
	1ST ASG (N=484)	2D ASG (N=81)	CAREER (N=42)	USAFE (N=376)	PACAF (N=187)					
12a(3) ISSUE OR TRANSFER CUSTODIAN OF POSTAL EFFECTS (COPE) FIXED CREDITS -----										
K300 ISSUE FIXED CREDITS TO COPE	3	7	7	5	4		3	3.80	5.83	
12a(6) MAINTAIN PS FORMS 3383, FIXED CREDIT INVENTORY RECORD -----										
K304 MAINTAIN FIXED CREDIT INVENTORY LOGS	3	4	5	4	2		0	2.15	5.43	
12a(7) PREPARE/MAINTAIN PS FORMS 3369, STAMP CREDIT RECEIPT -----										
K309 PREPARE OR MAINTAIN PS FORMS 3369, CONSIGNED CREDIT	6	17	17	8	9		10	2.60	5.09	
12a(11) SET POSTAGE METERS -----										
J284 ISSUE POSTAGE METERS	13	15	19	16	10		10	4.57	5.27	
12a(13) REDEEM INTERNATIONAL REPLY COUPONS -----										
Q463 CASH INTERNATIONAL REPLY COUPONS (IRC)	3	6	5	2	7		6	2.35	5.71	

TABLE AF 15 (CONTINUED)
AFJQS 99604 ELEMENTS REQUIRING REVIEW

JQS ELEMENT (WITH SELECTED SAMPLE TASKS)	PERCENT MEMBERS PERFORMING						TE* RATING	TD** RATING
	1ST ASG (N=484)	2D ASG (N=81)	CAREER (N=42)	USAFE (N=376)	PACAF (N=187)	TAC (N=31)		
12i PREPARE/MAINTAIN FLEXIBLE ACCOUNTING SYSTEM PS FORMS 1412-8, DAILY FINANCIAL REPORT								
J289 REVIEW PS FORMS 1412B (DAILY FINANCIAL REPORT)	1	9	2	2	4	3	1.70	5.63
12j(9) EXEMPT CUSTOMS EXEMPT PARCELS								
M353 INDORSE CUSTOMS EXEMPT PARCELS	15	19	19	18	14	10	2.90	4.25
12j(13) PREPARE PS FORMS 2966B, CB2, U.S.A. DISPATCH NOTE, CP3, U.S. CUSTOMS DECLARATION								
M356 PREPARE PS FORMS 2966B (CP2, U.S.A. DISPATCH NOTE)	12	12	19	13	14	3	2.67	4.33
14m PROCESS REQUESTS FOR INTERNATIONAL MONEY ORDERS								
R477 ASSIST CUSTOMERS ON COMPLETION OF PS FORMS 6701 (APPLICATION FOR INTERNATIONAL MONEY ORDER)	6	9	12	7	6	6	3.10	5.71
15e PREPARE AND MAINTAIN DD FORMS 1384								
O420 PREPARE DD FORMS 1384 (TRANSPORTATION CONTROL AND MOVEMENT DOCUMENT)	15	17	2	15	14	16	2.70	5.29

TABLE AF 15 (CONTINUED)

AFJQS 99604 ELEMENTS REQUIRING REVIEW

JQS ELEMENT (WITH SELECTED SAMPLE TASKS)	PERCENT MEMBERS PERFORMING							TAC (N=31)	TE* RATING	TD** RATING
	1ST ASG (N=484)	2D ASG (N=81)	CAREER (N=42)	USAFE (N=376)	PACAF (N=187)					
17b IMPLEMENT, DRAFT, PUBLISH, AND MAINTAIN MAIL-ROUTING GUIDES/SCHEDULES										
0419 PLAN MAIL DISTRIBUTION SCHEMES	4	6	7	3	6		6	1.52	5.42	
18a(1) PROVIDE GUIDANCE INSTRUCTIONS TO CARRIERS										
0408 COORDINATE MAIL AIR CARRIER SCHEDULES WITH AIRLINE	12	16	10	11	17		6	1.70	5.76	
18A(2) PREPARE AND POST MAIL-DISPATCH SCHEDULES FOR MAIL COLLECTION										
0427 PUBLISH MAIL-DISPATCH SCHEDULES	3	5	7	3	4		3	1.52	5.52	
18C COORDINATE REQUEST FOR CONTAINERS WITH MAIL CARRIERS										
0413 COORDINATE REQUESTS FOR CONTAINERS WITH MAIL CARRIERS	7	7	7	5	13		3	1.27	4.90	
18F FORECAST MOVEMENT OF MAIL, BY VERIFYING COMPATABILITY OF AIR CARRIERS SCHEDULES										
0433 TRACK AIR CARRIER PERFORMANCE, SUCH AS DELIVERY SCHEDULES	5	7	7	5	8		6	1.02	5.14	

TABLE AF 15 (CONTINUED)

AFJQS 99604 ELEMENTS REQUIRING REVIEW

JQS ELEMENT (WITH SELECTED SAMPLE TASKS)	PERCENT MEMBERS PERFORMING										TAC (N=31)	TE* RATING	TD** RATING
	1ST ASG (N=484)	2D ASG (N=81)	CAREER (N=42)	USAFE (N=376)	PACAF (N=187)								
18G DISPATCH MAIL BY CATEGORY													
N388 PREPARE MAIL-SHIPING DOCUMENTS FOR ORDINARY MAIL	16	12	12	16	15						19	2.42	4.77
18H(1) PERFORM OPERATIONAL CHECKS OF STAGING AREAS													
0418 PERFORM OPERATIONAL CHECKS OF STAGING AREAS	7	14	5	7	9						6	1.25	5.17
18H(2) MONITOR AIR CARRIER PERFORMANCE													
0433 TRACK AIR CARRIER PERFORMANCE, SUCH AS DELIVERY SCHEDULES	5	7	7	5	8						6	1.02	5.14
18H(3) MONITOR RAMP TRANSFERS													
0416 MONITOR MAIL RAMP TRANSFERS	10	14	7	9	14						6	1.95	5.32
18L(3) PREPARE CONTAINER RECEIPT REPORTS (ELECTRICAL MESSAGES) FOR SEAVANS													
0426 PREPARE SEA-VAN REPORTS	5	6	0	6	2						6	1.65	4.76
180 ROUTE MAIL FOR DEPLOYING LAND AND AIR FORCES													
0412 COORDINATE OPERATING PROCEDURES FOR MAIL DISTRIBUTION SYSTEMS WITH PROPER AUTHORITIES	3	10	10	4	6						6	1.38	4.87

TABLE AF 15 (CONTINUED)
AFJQS 99604 ELEMENTS REQUIRING REVIEW

JQS ELEMENT (WITH SELECTED SAMPLE TASKS)	PERCENT MEMBERS PERFORMING						TAC (N=31)	TE* RATING	TD** RATING
	1ST ASG (N=484)	2D ASG (N=81)	CAREER (N=42)	USAF (N=376)	PACAF (N=187)				
18Q ROUTE MAIL FOR MOBILE DEPLOYED UNITS OR FOREIGN NAVAL (ALLIED) SHIPS 0419 PLAN MAIL DISTRIBUTION SCHEMES	4	6	7	3	6	6	6	1.52	5.42
18R CHECK CARRIER FACILITIES (MAC AND COMMERCIAL) FOR MAIL AWAITING MOVEMENT 0418 PERFORM OPERATIONAL CHECKS OF STAGING AREAS	7	14	5	7	9	6	6	1.25	5.17
18S RAMP WATCH REGISTERED MAIL 00416 MONITOR MAIL RAMP TRANSFERS	10	14	7	9	14	6	6	1.95	5.32
18T OBSERVE CARRIER'S MAIL-HANDLING PROCEDURES 0416 MONITOR MAIL RAMP TRANSFERS	10	14	7	9	14	6	6	1.95	5.32
26H PREPARE PS FORMS 4805, WORK RECORD SHEET 1269 PREPARE PS FORMS 4805 (WORK RECORD SHEET)	1	6	12	2	2	10	10	1.95	5.12
26I PREPARE PS FORMS 4984, REPAIR PARTS REQUISITION 1270 PREPARE PS FORMS 4984 (REPAIR PARTS REQUISITION)	0	2	2	1	1	0	0	2.02	5.47

Tasks not matched to any element of the AFJQS are listed at the end of the AFJQS computer listing. They were reviewed, and no particular trend was noted. Examples of technical tasks performed by 20 percent or more respondents of the AFJQS target groups, but not referenced to any AFJQS element, are shown in Table AF 16. Training personnel and MAJCOM subject-matter experts should review these and other eligible unreferenced tasks to determine if the areas they pertain to are justified to be included in the AFJQS.

Plan of Instruction Analysis

General information concerning the POI can be found in the Plan of Instruction (POI) section of the IOSR. POI 510-ASIF5 (G5ABA99604 001) Postal Operations, dated 26 September 1988, with tasks matched to the elements, was compared to Air Force first-job/first-assignment data. This comparison was accomplished to determine areas where Air Force data differed from the Multi-Service data in support of training received by Air Force personnel. Analysis of the POI data reveals that the majority of the POI blocks and learning objectives, matched with tasks, are well supported by survey data based on percentages of first-job/first-assignment Air Force personnel performing the matched tasks. In addition to the two units of instruction mentioned in the IOSR, however, there are three others which contain objectives that are not supported by Air Force survey data (see display in Table AF 17). Learning objectives D2 (Cash Domestic Postal Money Orders), D3 (Prepare Money Order Report), and E3 (Conduct Postal Directory Functions) have tasks matched to the elements, but none of them have more than 25 percent of the respondents indicating that they perform the tasks. Air Force training personnel and subject-matter experts should evaluate the impact these data may have on training requirements of Air Force personnel.

Tasks not matched to any element of the POI are listed at the end of the POI computer listing. Table 18 provides examples of technical tasks performed by 30 percent or more respondents of the POI target groups, but not referenced to any POI element. Training personnel and MAJCOM subject-matter experts should review these and other eligible unreferenced tasks to determine if the areas they pertain to are justified to be included in the POI.

Training Analysis Summary

Survey data tend to support the three training documents analyzed. Ninety-four percent of the matched paragraphs or subparagraphs of the CTS have tasks with more than 20 percent of the members of one of the target groups performing it. Only 9 percent of the AFJQS paragraphs or subparagraphs have tasks matched which reflect less than 20 percent of the incumbents performing. There are 5 elements of the POI that need to be reviewed because of less than 30 percent members performing from first-job/first-assignment groups. All documents have tasks not referenced with a sufficient percent members performing to warrant review by training and MAJCOM personnel for possible inclusion in the appropriate document.

TABLE AF 16

EXAMPLES OF TECHNICAL TASKS PERFORMED NOT REFERENCED TO AFJQS 99604

TASKS	PERCENT MEMBERS PERFORMING							TE* RATING	TD** RATING
	1ST ASG (N=484)	2D ASG (N=81)	CAREER (N=42)	USAFE (N=376)	PACAF (N=187)	TAC (N=31)			
Q461	ADVICE CUSTOMERS ON POSTAL RATES OR ESTIMATED TIMES OF TRAVEL	46	37	33	45	44	35	4.72	4.79
N362	AFFIX SEALS TO POSTAL VEHICLES	44	46	36	45	45	48	3.63	3.11
N397	SCREEN MAIL FOR DAMAGE OR TAMPERING	42	48	48	43	43	48	3.65	4.45
N404	VERIFY ADDRESSES	42	40	33	43	40	32	3.07	3.91
Q460	ADVICE CUSTOMERS ON POSTAL LAWS OR REGULATIONS	42	37	36	41	42	35	4.25	5.35
Q459	ADVICE CUSTOMERS ON PACKAGING PROCEDURES	41	36	36	40	40	35	4.50	4.67
N386	PREPARE AND AFFIX FACING SLIPS	39	41	29	43	33	26	3.52	3.75
P456	STOW MAIL TOO LARGE FOR LOCK BOXES	37	31	24	39	28	32	3.05	3.35
O422	PREPARE MAIL MANIFESTS	34	33	12	30	39	29	2.82	4.45
Q470	PERFORM NONFINANCIAL WINDOW SERVICE, SUCH AS DISTRIBUTING LARGE PARCELS TO CUSTOMERS	31	31	33	33	29	26	2.85	4.10
F167	ATTEND LECTURES, MEETINGS, SEMINARS, OR CONFERENCE	30	43	50	34	29	45	1.25	3.96
Q465	COLLECT POSTAGE OR FEES, OTHER THAN CUSTOMS DUTIES	27	25	14	27	24	26	3.32	5.19
K307	PREPARE DD FORMS 2259 (REPORT OF AUDIT OF POSTAL ACCOUNTS)	14	35	40	20	18	6	4.57	5.17
J281	CONSOLIDATE MONEY ORDER BUSINESS REPORTS	12	14	24	15	9	19	4.77	4.96
L333	MAINTAIN CLAIM LOGS	12	30	31	18	12	13	4.15	4.92
K296	FORWARD CHECKS TO POSTMASTER, POSTAL FINANCE OFFICE (PFO), OR CUSTODIAN OF POSTAL EFFECTS (COPE)	11	22	26	19	16	13	4.20	4.92
D94	CONDUCT ACCOUNTING OR AUDITING TRAINING	5	16	36	8	7	10	4.63	5.93

TABLE AF 17

POI BLOCKS REFLECTING LOW AIR FORCE FIRST-ASSIGNMENT TASK PERFORMANCE
(LESS THAN 30 PERCENT RESPONDING)

POI REFERENCE BLOCK UNIT	TIME (HOURS)	SELECTED SAMPLE TASKS	PERCENT MEMBERS		TE* RATING	TD** RATING
			1ST JOB (N=734)	1ST ASG (N=1,165)		
C2	3	Q473 SELL METERED TAPES	26	26	2.36	4.10
		G212 LOCK POSTAGE METERS	19	20	3.03	3.60

E2	7	E149 REQUISITION POSTAL FORMS	10	13	3.42	4.46
		I271 PREPARE PS FORMS 7380 (SUPPLY CENTER REQUISITION)	7	9	3.27	4.50

* Mean rating is 2.23, and Standard Deviation is 1.00 (High TE=3.23)

** Average TD rating is 5.00

TABLE AF 17 (CONTINUED)

POI BLOCKS REFLECTING LOW AIR FORCE FIRST-ASSIGNMENT TASK PERFORMANCE
(LESS THAN 30 PERCENT RESPONDING)

POI REFERENCE BLOCK UNIT	TIME (HOURS)	SELECTED SAMPLE TASKS	PERCENT MEMBERS			TE* RATING	TD** RATING
			1ST JOB (N=734)	1ST ASG (N=1,165)			
D2	5	R479 CASH UNITED STATES DOMESTIC MONEY ORDERS	25	27		3.70	4.39
D3	2	R480 MAINTAIN DD FORMS 885 (MONEY ORDER CONTROL RECORD) R482 PREPARE PS FORMS 6019 (MILITARY POST OFFICE (MPO) REPORT OF MONEY ORDER BUSINESS)	22	26		4.32	4.77
			23	26		4.69	5.55
E1	9	L327 ADVISE CUSTOMERS ON CLAIMS OR INQUIRY PROCEDURES R476 ASSIST CUSTOMERS ON COMPLETION OF PS FORMS 6401 (DOMESTIC MONEY ORDER INQUIRY ORDER)	21	25		4.78	5.58
			15	19		3.86	4.49

* Mean rating is 2.51, and Standard Deviation is 1.29 (High TE=3.80)

** Average TD rating is 5.00

TABLE AF 18

SAMPLING OF TASKS NOT REFERENCED TO POI 510-ASIF5 BLOCKS
(30 PERCENT OR MORE PERFORMING)

TASKS	PERCENT PERFORMING AIR FORCE		TE* RATING	TD** RATING
	1ST JOB (N=335)	1ST ASG (N=484)		
F181 LOAD OR UNLOAD MAIL INTO VEHICLES	77	77	2.38	3.68
F180 LOAD OR UNLOAD MAIL INTO CONTAINERS	55	54	1.85	3.63
Q461 ADVISE CUSTOMERS ON POSTAL RATES OR ESTIMATED TIMES OF TRAVEL	46	46	4.73	4.79
F175 DRIVE POSTAL VEHICLES	45	47	1.90	3.94
F168 COLLECT MAIL FROM DROP BOXES	44	43	2.85	2.23
N362 AFFIX SEALS TO POSTAL VEHICLES	42	44	3.63	3.11
F201 TURN IN DAMAGED MAIL SACKS, POUCHES, OR EMPTY EQUIPMENT TO EMPTY EQUIPMENT STORAGE	41	43	3.10	3.67
N404 VERIFY ADDRESSES	41	42	3.08	3.91
N397 SCREEN MAIL FOR DAMAGE OR TAMPERING	39	42	3.65	4.46
N371 COUNT MAIL	38	40	2.75	3.65
S525 VERIFY SEALS ON OUTGOING ACCOUNTABLE MAIL POUCHES OR SACKS	38	48	3.65	4.07
P440 ASSIST CUSTOMERS ON COMPLETION OF PS FORMS 3576 (CHANGE OF ADDRESS CARD)	37	38	3.40	3.97
P456 STOW MAIL TOO LARGE FOR LOCK BOXES	37	37	3.05	3.35
G208 CONDUCT SECURITY CHECKS OF POSTAL EFFECTS OR FACILITIES	36	39	4.60	4.26
N386 PREPARE AND AFFIX FACING SLIPS	36	39	3.53	3.75
Q462 ASSIST CUSTOMERS ON COMPLETION OF MAILING LABELS	36	36	3.63	4.39
Q474 SELL POSTAGE STAMPS	36	38	3.98	4.04

* Mean rating is 2.51, and Standard Deviation is 1.29 (High TE=3.80)

** Average TD rating is 5.00

TABLE AF 18 (CONTINUED)

SAMPLING OF TASKS NOT REFERENCED TO POI 510-ASIF5 BLOCKS
(30 PERCENT OR MORE PERFORMING)

TASKS	PERCENT PERFORMING AIR FORCE		TE* RATING	TD** RATING
	1ST JOB (N=335)	1ST ASG (N=484)		
R489 SIGN RECEIPTS FOR MONEY ORDERS FROM CUSTODIAN OF POSTAL EFFECTS (COPE)	36	39	4.68	3.50
N400 SCREEN OUTGOING MAIL FOR SIZE AND POSTAGE	35	38	4.08	4.72
N398 SCREEN MAIL FOR DANGEROUS OR ILLEGAL MATERIALS	34	36	4.15	5.04
G206 CHANGE COMBINATIONS ON SAFES OR LOCKS	33	37	3.40	5.59
G221 SECURE CASH CONTAINERS, SUCH AS CASH DRAWERS OR REGISTERS	33	35	4.20	3.76
P443 DISTRIBUTE ACCOUNTABLE MAIL TO LOCK BOXES	33	32	3.75	4.78
F167 ATTEND LECTURES, MEETINGS, SEMINARS, OR CONFERENCES	30	30	1.25	3.96
G223 VERIFY CLEARANCE AUTHORIZATION OF PERSONNEL IN CONTROLLED AREAS				
P441 BLOCK UNASSIGNED LOCK BOXES	30	35	2.48	3.71
Q470 PERFORM NONFINANCIAL WINDOW SERVICE, SUCH AS DISTRIBUTING LARGE PARCELS TO CUSTOMERS	30	30	3.03	3.30
	29	31	2.85	4.10

* Mean rating is 2.51, and Standard Deviation is 1.29 (High TE=3.80)

** Average TD rating is 5.00

JOB SATISFACTION ANALYSIS

Examination of the job satisfaction indicators gives career ladder managers a better understanding of some of the factors which may impact on job performance of airmen in this occupation. Attitude questions covering job interest, perceived utilization of talents and training, sense of accomplishment from work, and reenlistment intentions were included in the survey booklet. The information from these questions is displayed in pertinent tables discussed below.

Table AF 19 provides data on personnel in the DOD specialty jobs performed by Air Force personnel. An examination of the data may show how overall job satisfaction may be influenced by the type of job performed. A good percentage of personnel in the Bulk Mail Controller and Postal Receipt and Dispatch Specialist jobs are dissatisfied with all aspects of job satisfaction. The Postal Service Center Clerk individuals do not find their jobs interesting or get a good sense of accomplishment from them. A fairly good percent of the airmen in the other jobs report favorably toward the job satisfaction indicators.

In Table AF 20, data are presented for Postal Operations TICF groups matched with similar data for a comparative sample of lateral command support career ladders surveyed in 1988. These data can give a relative measure of how job satisfaction of postal operations personnel compares with that of other similar specialties. First-assignment postal operations personnel indicate much lower job satisfaction in all categories than the comparative group. With the exception of use of talent, the second-assignment comparative groups report higher job satisfaction percentages than the postal operations airmen. The career personnel in postal operations indicate a more favorable bent toward reenlisting than the comparative group, but are lower in the other categories.

Table AF 21 reflects the results of Air Force data as they pertain to the breakout of personnel by MAJCOM. With the exception of not finding the job interesting, the personnel in TAC seem to reflect the highest job satisfaction of the three MAJCOM concerned. The personnel in USAFE have the overall lowest job satisfaction indicators. PACAF has the middle ground.

An indication of how job satisfaction has changed over time is provided in Table AF 22, where data for paygrade distribution groups from this survey are compared to those of the previous survey conducted in 1985. The present survey data compare well with the previous survey data. Overall, the present survey data show the percent of positive responses higher in 13 cases compared to 10 for the previous survey, with 1 case being equal.

When there are serious problems in an occupation, survey respondents are usually quite free with write-in comments to complain about perceived problems in the field. Thirteen percent of the Air Force sample used the write-in feature. The majority of the write-in comments deal with explaining the type of job held, tasks not listed but performed, expansion on answers to background questions, etc. Five individuals, less than 1 percent of the sample,

TABLE AF 19

COMPARISON OF JOB SATISFACTION INDICATORS FOR DOD POSTAL OPERATIONS/OFFICIAL
MAIL SPECIALTY JOB GROUPS
(PERCENT MEMBERS RESPONDING)

JOB SATISFACTION INFORMATION	BULK MAIL CONTROLLER (N=20)	POSTAL RECEIPT/ DISPATCH SPECIALIST (N=156)	POSTAL FINANCE OPERATIONS CLERK (N=204)	POSTAL CUSTODIAN OF POSTAL EFFECTS (N=9)	POSTAL SERVICE CENTER CLERK (N=104)	CLAIM/ INQUIRY CLERK (N=3)
<u>PERCEIVED JOB:</u>						
INTERESTING	45	43	75	67	53	100
SO-SO	20	26	15	11	25	0
DULL	35	29	9	22	20	0
<u>PERCEIVED USE OF TALENT:</u>						
FAIRLY WELL TO PERFECTLY LITTLE OR NOT AT ALL	50 50	55 45	84 16	78 22	68 31	100 00
<u>PERCEIVED USE OF TRAINING:</u>						
FAIRLY WELL TO PERFECTLY LITTLE OR NOT AT ALL	60 40	68 31	89 11	67 33	74 24	100 00
<u>SENSE OF WORK ACCOMPLISHMENT:</u>						
SATISFIED	35	53	72	33	51	100
NEUTRAL	15	16	11	22	22	0
DISSATISFIED	50	30	16	33	25	0
<u>REENLISTMENT INTENTIONS:</u>						
WILL/PROBABLY WILL REENLIST WILL NOT/PROBABLY WILL NOT REENLIST	50 50 0	68 30 0	68 28 3	56 44 0	66 31 0	67 33 0
WILL RETIRE NO COMMENT	0 0	2	*	0 0	3	0 0

TABLE AF 19 (CONTINUED)

COMPARISON OF JOB SATISFACTION INDICATORS FOR DOD POSTAL OPERATIONS/
OFFICIAL MAIL SPECIALTY JOB GROUPS
(PERCENT MEMBERS RESPONDING)

JOB SATISFACTION INFORMATION	POSTAL INSPECTOR/ ANALYST (N=6)	POSTAL SUPERVISOR/ MANAGER (N=57)	POSTAL ADMINISTRATION SPECIALIST (N=11)	POSTAL TRAINING NCO (N=2)	POSTAL SUPPLY CLERK (N=1)
<u>PERCEIVED JOB:</u>					
INTERESTING	83	81	64	100	100
SO-SO	17	7	18	0	0
DULL	0	11	18	0	0
<u>PERCEIVED USE OF TALENT:</u>					
FAIRLY WELL TO PERFECTLY LITTLE OR NOT AT ALL	100 0	82 18	83 27	100 0	100 0
<u>PERCEIVED USE OF TRAINING:</u>					
FAIRLY WELL TO PERFECTLY LITTLE OR NOT AT ALL	100 0	87 11	73 27	100 0	100 0
<u>SENSE OF WORK ACCOMPLISHMENT:</u>					
SATISFIED	100	74	73	100	100
NEUTRAL	0	2	0	0	0
DISSATISFIED	0	23	27	0	0
<u>REENLISTMENT INTENTIONS:</u>					
WILL/PROBABLY WILL REENLIST	83	67	55	100	100
WILL NOT/PROBABLY WILL NOT REENLIST	0	12	9	0	0
WILL RETIRE	17	18	36	0	0
NO COMMENT	0	4	0	0	0

TABLE AF 20

COMPARISONS OF JOB SATISFACTION INDICATORS FOR AIR FORCE POSTAL OPERATIONS T1CF GROUPS
(PERCENT MEMBERS RESPONDING)

JOB SATISFACTION INFORMATION	FIRST ASSIGNMENT (1-48 MONTHS T1CF)		SECOND ASSIGNMENT (49-96 MONTHS T1CF)		CAREER (97+ MONTHS T1CF)	
	99604 (N=484)	1988 COMP SAMPLE* (N=317)	99604 (N=81)	1988 COMP SAMPLE* (N=215)	99604 (N=42)	1988 COMP SAMPLE* (N=258)
<u>PERCEIVED JOB:</u>						
INTERESTING	58	90	75	87	81	87
SO-SO	21	6	14	11	10	10
DULL	20	3	9	2	7	3
<u>PERCEIVED USE OF TALENT:</u>						
FAIRLY WELL TO PERFECTLY	69	91	90	90	76	90
LITTLE OR NOT AT ALL	31	9	10	10	24	10
<u>PERCEIVED USE OF TRAINING:</u>						
FAIRLY WELL TO PERFECTLY	77	89	89	91	83	92
LITTLE OR NOT AT ALL	23	11	11	9	17	8
<u>SENSE OF WORK ACCOMPLISHMENT:</u>						
SATISFIED	59	84	72	80	79	83
NEUTRAL	15	5	9	8	2	5
DISSATISFIED	25	11	19	12	17	12
<u>REENLISTMENT INTENTIONS:</u>						
WILL/PROBABLY WILL REENLIST	66	81	72	78	71	68
WILL NOT/PROBABLY WILL NOT						
REENLIST	31	15	17	11	12	9
WILL RETIRE	2	4	10	10	17	23
NO COMMENT	1	0	1	1	0	0

* Comparative sample composed of all career ladders surveyed in 1988 (includes AFSCs 705X0 and 732X4)

TABLE AF 21

COMPARISON OF MAJOR COMMAND FIRST-ASSIGNMENT POSTAL
OPERATIONS PERSONNEL JOB SATISFACTION INDICATORS
(PERCENT MEMBERS RESPONDING)

<u>JOB SATISFACTION INFORMATION</u>	<u>TAC</u> <u>(N=21)</u>	<u>USAFE</u> <u>(N=316)</u>	<u>PACAF</u> <u>(N=143)</u>
JOB FAIRLY INTERESTING OR BETTER	62	53	71
TALENT UTILIZED FAIRLY WELL OR BETTER	90	62	78
TRAINING UTILIZED FAIRLY WELL OR BETTER	86	71	85
SENSE OF ACCOMPLISHMENT FROM WORK	76	54	68
FAVORABLY CONSIDERING REENLISTMENT	81	65	66

TABLE AF 22

COMPARISON OF JOB SATISFACTION FOR CURRENT AND 1985 SURVEYS
(PERCENT MEMBERS RESPONDING POSITIVELY)

<u>JOB SATISFACTION INFORMATION</u>	<u>E1-E3</u>	<u>E4</u>	<u>E5</u>	<u>E6</u>	<u>E7</u>	<u>E8-E9</u>
	<u>CUR 1985</u>	<u>CUR 1985</u>	<u>CUR 1985</u>	<u>CUR 1985</u>	<u>CUR 1985</u>	<u>CUR 1985</u>
JOB FAIRLY INTERESTING OR BETTER	49 53	57 50	78 68	82 84	83 89	87 82
TALENT UTILIZED FAIRLY WELL OR BETTER	63 59	67 61	85 80	86 84	83 96	87 100
TRAINING UTILIZED FAIRLY WELL OR BETTER	76 70	85 70	82 86	82 88	93 82	93 100
FAVORABLY CONSIDERING REENLISTMENT	60 60	64 67	84 82	68 86	62 54	60 36

provided comments that might be considered a complaint or recommendation. Two of the individuals had similar themes of being overworked. Another individual indicated that a postal AFSC is needed because, in his opinion, the special duty does not provide for continuity necessary to run an MPO efficiently and effectively. He also stated that technical school dropouts are put into postal jobs dealing with the public. Training these individuals requires at least half of their tour, and thought should be given to increasing tour lengths. Customer service needs to be trained and emphasized at the training center. These comments will be provided for the Air Force functional and training managers for review in conjunction with the data provided in the tables.

IMPLICATIONS

Air Force personnel perform postal operations jobs that are common to the other services and are an integral part of the Military Postal Service. Survey data compared to the Interservice Postal Training Activity Plan of Instruction indicate that Air Force first-assignment personnel who attend the course are being provided the training necessary to perform their jobs at, as a minimum, the entry level. Air Force postal operations jobs and requirements have not changed over the last 4 years. The Course Training Standard and the Air Force Job Qualification Standard are supported, with minor exceptions, by survey data. Job satisfaction in the postal operations field is lower than a comparative group, but not too different from the previous survey data.

APPENDIX A
JOB INVENTORY INTERVIEW LOCATIONS
AND
MAILING LOCATIONS

VISITED OR MAILED TO LOCATIONS FOR JOB INVENTORY DEVELOPMENT

<u>LOCATIONS</u>	<u>RATIONALE</u>
1. Fort Benjamin Harrison IN	Initial interview visit at Interservice Postal Operations School to assist in the development of the initial job inventory for field review.
2. Randolph AFB TX	Visit to gain insight into official mail functions.
3. Pentagon VA	Visit to discuss with Air Force personnel Air Force official mail functions.
4. Joint Military Postal Activity-Atlantic, Kennedy International Airport NY	Mailed to get data from a unique postal activity.
5. Frankfurt AMT GE	Mailed to get feedback from personnel serving in the largest AMT in the Air Force.
6. Ramstein AB GE	Mailed to get data from the largest Air Force APO.
7. Kapaun AB GE	Mailed to get data concerning a postal headquarters activity.
8. London Heathrow International Airport UK	Mailed to gather data from MCA functions.
9. RAF Alconbury UK	Mailed to gather data from a medium sized APO.
10. RAF Chicksands UK	Mailed to gain data from a large AMT and large APO.
11. Incirlik TU	Mailed to gather data from an organization with a unique customs requirements.
12. Elmendorf AFB AK	Mailed to gain data on official mail functions.
13. Hickam AFB HI	Mailed to get data from a major overseas headquarters postal element.

VISITED OR MAILED TO LOCATIONS FOR JOB INVENTORY DEVELOPMENT (CONT)

<u>LOCATIONS</u>	<u>RATIONALE</u>
14. Kadena AB JA	Mailed to gain data from a PACAF APO.
15. Yokoto AMT JA	Mailed to get data from medium AMT.
16. Kimpo AMT KO	Mailed to gather data from a large AMT.
17. Osan AB KO	Mailed to get data from a medium APO.
18. Clark AB RP	Mailed to get data from a small to medium-sized APO.

APPENDIX B

SELECTED REPRESENTATIVE TASKS PERFORMED BY
AIR FORCE PERSONNEL IN DOD
POSTAL OPERATIONS/OFFICIAL MAIL SPECIALTY JOBS

TABLE I

GROUP NUMBER AND TITLE: STG 121, (AFGRP 317) BULK MAIL CONTROLLER
 GROUP SIZE: 20 PERCENT MEMBERS OF SAMPLE: 3%
 AVERAGE GRADE: E-4 AVERAGE TAFMS: 43
 AVERAGE TICF: 25 AVERAGE TASKS PERFORMED: 23

TASKS	PERCENT OF AIR FORCE MEMBERS PERFORMING
0416 MONITOR MAIL RAMP TRANSFERS	90
F175 DRIVE POSTAL VEHICLES	85
0423 PREPARE PS FORMS 2759 (REPORT OF IRREGULAR HANDLING OF MAIL)	85
F180 LOAD OR UNLOAD MAIL INTO CONTAINERS	70
F181 LOAD OR UNLOAD MAIL INTO VEHICLES	70
F176 INVESTIGATE MAIL DELAYS	65
0414 INSPECT MAIL CONTAINERS FOR SERVICEABILITY	60
0424 PREPARE PS FORMS 2900 (U.S. MILITARY MAIL BY U.S. COMMERCIAL AIR CARRIERS DISPATCH RECORD)	55
F177 INVESTIGATE MAIL-ROUTING DISCREPANCIES	55
0418 PERFORM OPERATIONAL CHECKS OF STAGING AREAS	50
F185 PERFORM OPERATOR MAINTENANCE ON VEHICLES	50
G218 PERFORM ESCORT DUTIES FOR MAIL	50
0421 PREPARE DD FORMS 2273 (IRREGULARITIES IN MAKEUP DISPATCH OF MAIL)	50
0433 TRACK AIR CARRIER PERFORMANCE, SUCH AS DELIVERY SCHEDULES	50
0425 PREPARE PS FORMS 2942A (AV-7 DELIVERY LIST)	45
E161 TYPE CORRESPONDENCE, FORMS, OR REPORTS	45
N371 COUNT MAIL	40
0417 NOTIFY JOINT MILITARY POSTAL ACTIVITY OR TRANSIT AUTHORITIES OF LATE OR CANCELLED MAIL ARRIVALS OR DEPARTURES	40
0436 VERIFY PIECE COUNTS FROM AIRLINE MAIL MANIFESTS	40
E164 WRITE MESSAGES	40
0422 PREPARE MAIL MANIFESTS	35
N401 SORT INCOMING MAIL	30
N402 SORT OUTGOING MAIL	30

TABLE II

GROUP NUMBER AND TITLE: STG 261, (AFGRP 318) POSTAL RECEIPT/DISPATCH SPECIALIST
 GROUP SIZE: 156 PERCENT MEMBERS OF SAMPLE: 27%
 AVERAGE GRADE: E-4 AVERAGE TAFMS: 46
 AVERAGE TICF: 25 AVERAGE TASKS PERFORMED: 55

TASKS	PERCENT OF AIR FORCE MEMBERS PERFORMING
F181 LOAD OR UNLOAD MAIL INTO VEHICLES	88
N393 REPAIR OR REWRAP DAMAGED LETTERS OR PARCELS	86
N401 SORT INCOMING MAIL	85
N391 PREPARE SLIDE LABELS FOR OUTGOING POUCHES OR SACKS	84
F205 WITNESS OPENINGS OR CLOSINGS OF SEALED	84
N402 SORT OUTGOING MAIL	83
N364 ATTACH FLIGHT TAGS TO OUTGOING POUCHES OR SACKS	83
N363 ATTACH FLIGHT LABELS TO OUTGOING POUCHES OR SACKS	83
F180 LOAD OR UNLOAD MAIL INTO CONTAINERS	78
N384 POUCH OR SACK OUTGOING MAIL	78
F175 DRIVE POSTAL VEHICLES	70
N369 BREAK DOWN CONSOLIDATED MAIL	67
N378 INDORSE MISSENT OR DAMAGED MAIL	67
N371 COUNT MAIL	66
N370 CANCEL MAIL	65
N383 POSTMARK OUTGOING MAIL	65
N382 LABEL OUTSIDE PIECES	65
N394 RETURN UNDELIVERABLE MAIL TO SERVING POST OFFICES	64
O422 PREPARE MAIL MANIFESTS	63
F201 TURN IN DAMAGED MAIL SACKS, POUCHES, OR EMPTY EQUIPMENT TO EMPTY EQUIPMENT STORAGE	63
N403 TIE OUT MAIL	62
N362 AFFIX SEALS TO POSTAL VEHICLES	60
F172 DATE STAMP INCOMING MAIL	57
S525 VERIFY SEALS ON OUTGOING ACCOUNTABLE MAIL POUCHES OR SACKS	49
F168 COLLECT MAIL FROM DROP BOXES	47
N368 BACK STAMP MAIL	38

TABLE III

GROUP NUMBER AND TITLE: STG 147, (AFGRP 319) POSTAL FINANCE OPERATIONS CLERK
 GROUP SIZE: 204 PERCENT MEMBERS OF SAMPLE: 34%
 AVERAGE GRADE: E-4 AVERAGE TAFMS: 68
 AVERAGE TICF: 34 AVERAGE TASKS PERFORMED: 148

TASKS	PERCENT OF AIR FORCE MEMBERS PERFORMING
Q461 ADVISE CUSTOMERS ON POSTAL RATES OR ESTIMATED TIMES OF TRAVEL	96
Q474 SELL POSTAGE STAMPS	94
Q459 ADVISE CUSTOMERS ON PACKAGING PROCEDURES	92
S509 PREPARE PS FORMS 3811 (RETURN RECEIPT REGISTERED, INSURED AND CERTIFIED MAIL)	90
Q460 ADVISE CUSTOMERS ON POSTAL LAWS OR REGULATIONS	89
N383 POSTMARK OUTGOING MAIL	85
Q466 COMPUTE POSTAGE OR FEES FOR DOMESTIC CLASSES OF NONOFFICIAL MAIL	85
F181 LOAD OR UNLOAD MAIL INTO VEHICLES	84
G221 SECURE CASH CONTAINERS, SUCH AS CASH DRAWERS OR REGISTERS	84
N370 CANCEL MAIL	83
N384 POUCH OR SACK OUTGOING MAIL	83
S508 PREPARE PS FORMS 3806 (RECEIPT FOR REGISTERED MAIL)	82
S507 PREPARE PS FORMS 3800 (RECEIPT FOR CERTIFIED MAIL)	82
M349 ADVISE CUSTOMERS ON COMPLETION OF POSTAL CUSTOMS DECLARATIONS	82
R488 SELL MONEY ORDERS	79
N401 SORT INCOMING MAIL	78
G222 SECURE POSTAL EFFECTS, SUCH AS STAMPS OR STAMPED PAPER	76
S511 PREPARE PS FORMS 3813 (RECEIPT FOR DOMESTIC UNNUMBERED INSURED PARCEL)	75
N402 SORT OUTGOING MAIL	74
N378 INDORSE MISSENT OR DAMAGED MAIL	74
R483 PREPARE VERIFICATION TAPES OF DAILY MONEY ORDER BUSINESS	73
R494 VOID SPOILED OR INCORRECTLY PREPARED MONEY ORDERS	72
R479 CASH UNITED STATES DOMESTIC MONEY ORDERS	71
R482 PREPARE PS FORMS 6019 (MILITARY POST OFFICE (MPO) REPORT OF MONEY ORDER BUSINESS)	69
F168 COLLECT MAIL FROM DROP BOXES	62

TABLE IV

GROUP NUMBER AND TITLE: STG 137, (AFGRP 320) CUSTODIAN OF POSTAL EFFECTS
 GROUP SIZE: 9 PERCENT MEMBERS OF SAMPLE: 1%
 AVERAGE GRADE: E-5 AVERAGE TAFMS: 79
 AVERAGE TICF: 39 AVERAGE TASKS PERFORMED: 95

TASKS	PERCENT OF AIR FORCE MEMBERS PERFORMING
K307 PREPARE DD FORMS 2259 (REPORT OF AUDIT OF POSTAL ACCOUNTS)	100
R485 REVIEW CONSOLIDATED MONEY ORDER BUSINESS REPORTS	100
J284 ISSUE POSTAGE METERS	89
K293 AUDIT FIXED CREDITS	89
K298 IDENTIFY STAMP STOCK SHORTAGES OR OVERAGES	89
R491 VERIFY DAILY MONEY ORDER BUSINESS REPORTS	89
I265 PREPARE PS FORMS 17 (STAMP REQUISITION) TO REQUISITION STAMPS	89
K295 DELIVER FUNDS TO FINANCIAL ORGANIZATIONS FOR CONVERSION INTO CHECKS	89
R483 PREPARE VERIFICATION TAPES OF DAILY MONEY ORDER BUSINESS	89
R486 REVIEW DD FORMS 885 (MONEY ORDER CONTROL RECORD)	89
G222 SECURE POSTAL EFFECTS, SUCH AS STAMPS OR STAMPED PAPER	78
K324 TURN IN DAMAGED STAMP STOCKS TO POSTMASTER, PFO, OR COPE	78
J280 COLLECT POSTAGE METER REMITTANCES	78
G212 LOCK POSTAGE METERS	78
G208 CONDUCT SECURITY CHECKS OF POSTAL EFFECTS OR FACILITIES	78
R493 VERIFY PS FORMS 6019 (MILITARY POST OFFICE (MPO) REPORT OF MONEY ORDER BUSINESS)	78
F190 PREPARE PS LABELS 11B (EXPRESS MAIL NEXT DAY SERVICE LABEL)	78
K311 PREPARE PS FORMS 3602-PO (POSTAGE COLLECTED THROUGH POST OFFICE METERS)	78
R492 VERIFY MONEY ORDER REMITTANCES	78
B46 DIRECT AUDITS OR INSPECTIONS	67
B62 SUPERVISE MILITARY PERSONNEL IN POSTAL OPERATIONS	67
J288 REVIEW POSTAGE METER REMITTANCES	67
J291 REVIEW PS FORMS 3602-PO (POSTAGE COLLECTED THROUGH POST OFFICE METERS)	67
J281 CONSOLIDATE MONEY ORDER BUSINESS REPORTS	56

TABLE V

GROUP NUMBER AND TITLE: STG 81, (AFGRP 321) POSTAL SERVICE CENTER CLERK
 GROUP SIZE: 104 PERCENT MEMBERS OF SAMPLE: 17%
 AVERAGE GRADE: E-4 AVERAGE TAFMS: 44
 AVERAGE TICF: 22 AVERAGE TASKS PERFORMED: 49

TASKS	PERCENT OF AIR FORCE MEMBERS PERFORMING
P445 FORWARD MAIL TO TRANSIENT, TRANSFERRED, TDY, TAD, OR DISCHARGED PERSONNEL	94
P444 DISTRIBUTE NONACCOUNTABLE MAIL TO LOCK BOXES	88
P438 ADVISE CUSTOMERS TO NOTIFY POSTAL SERVICE CENTER (PSC) OF CHANGE OF ADDRESS	87
P456 STOW MAIL TOO LARGE FOR LOCK BOXES	83
P449 POST MAIL NOTICES IN LOCK BOXES	83
P442 DIRECTORIZE MAIL FOR DISTRIBUTION	80
P458 VERIFY AND DATE HOLD MAIL	80
P443 DISTRIBUTE ACCOUNTABLE MAIL TO LOCK BOXES	79
P440 ASSIST CUSTOMERS ON COMPLETION OF PS FORMS 3576 (CHANGE OF ADDRESS CARD)	76
P437 ADVISE CUSTOMERS ON SECURITY OF MAIL DELIVERY RECEPTACLES (LOCK BOXES)	74
F181 LOAD OR UNLOAD MAIL INTO VEHICLES	73
P441 BLOCK UNASSIGNED LOCK BOXES	72
P446 INSPECT LOCK BOXES	69
N401 SORT INCOMING MAIL	68
N393 REPAIR OR REWRAP DAMAGED LETTERS OR PARCELS	68
P457 VERIFY AND DATE GENERAL DELIVERY MAIL FOR TRANSIENT PERSONNEL	67
P455 PREPARE PS FORMS 3907 (NOTICE TO CALL AT WINDOW)	66
P451 PREPARE DD FORMS 2258 (TEMPORARY MAIL DISPOSITION INSTRUCTIONS)	66
P447 MAINTAIN DD FORMS 2262 (RECEPTACLE RECORD)	64
P448 NOTIFY CUSTOMERS OF THEIR MAILING ADDRESSES	61
P439 ASSIGN LOCK BOXES	61
N394 RETURN UNDELIVERABLE MAIL TO SERVING POST OFFICES	57
N378 INDORSE MISSENT OR DAMAGED MAIL	55
N402 SORT OUTGOING MAIL	39

TABLE VI

GROUP NUMBER AND TITLE: STG 138, (AFGRP 322) POSTAL CLAIMS CLERK
 GROUP SIZE: 3 PERCENT MEMBERS OF SAMPLE: *
 AVERAGE GRADE: E-4 AVERAGE TAFMS: 44
 AVERAGE TICF: 38 AVERAGE TASKS PERFORMED: 60

TASKS	PERCENT OF AIR FORCE MEMBERS PERFORMING
L327 ADVISE CUSTOMERS ON CLAIM OR INQUIRY PROCEDURES	100
L330 DETERMINE DISPOSITION OF DAMAGED ARTICLES	100
L336 PREPARE PS FORMS 3812 (REQUEST FOR PAYMENT OF DOMESTIC POSTAL INSURANCE/CLAIM IDENTIFICATION)	100
L347 VERIFY DAMAGED OR LOST ARTICLES WERE INSURED OR REGISTERED USING WRAPPERS OR RECEIPTS	100
L334 PREPARE PS FORMS 1510 (MAIL LOSS/RIFLING REPORT)	100
L337 PREPARE PS FORMS 3831 (RECEIPT FOR ARTICLES DAMAGED IN MAILS)	100
L331 INITIATE TRACER ACTIONS, OTHER THAN PS FORMS 1510 AND PS FORMS 565	100
L335 PREPARE PS FORMS 3533 (APPLICATION AND VOUCHER FOR REFUND OF POSTAGE AND FEES)	100
L339 PREPARE PS FORMS 5690 (EXPRESS MAIL APPLICATION FOR INDEMNITY)	100
L338 PREPARE PS FORMS 565 (REGISTERED MAIL APPLICATION FOR INDEMNITY/INQUIRY)	67
L348 VERIFY MONETARY VALUE OF DAMAGED OR LOST ARTICLES USING BILLING RECEIPTS OR WRAPPERS	67
L341 REVIEW PS FORMS 1510 (MAIL LOSS/RIFLING REPORT)	67
L343 REVIEW PS FORMS 3812 (REQUEST FOR PAYMENT OF DOMESTIC POSTAL INSURANCE/CLAIM IDENTIFICATION)	67
L342 REVIEW PS FORMS 3533 (APPLICATION AND VOUCHER FOR REFUND OF POSTAGE AND FEES)	67
E122 DATE STAMP CORRESPONDENCE	67
L329 ASSIST CUSTOMERS IN PREPARING PS FORMS 4314C (CONSUMER SERVICE CARD)	67
F172 DATE STAMP INCOMING MAIL	67
E162 WRITE CORRESPONDENCE	67
E149 REQUISITION POSTAL FORMS	67
E165 WRITE NOTICES	67

TABLE VII

GROUP NUMBER AND TITLE: STG 173, (AFGRP 323) POSTAL INSPECTOR/ANALYST
 GROUP SIZE: 6 PERCENT MEMBERS OF SAMPLE: 1%
 AVERAGE GRADE: E-5 AVERAGE TAFMS: 130
 AVERAGE TICF: 83 AVERAGE TASKS PERFORMED: 84

TASKS	PERCENT OF AIR FORCE MEMBERS PERFORMING
R486 REVIEW DD FORMS 885 (MONEY ORDER CONTROL RECORD)	100
S518 REVIEW DD FORMS 2261 (REGISTERED MAIL - BALANCE AND INVENTORY)	100
S520 REVIEW PS FORMS 3854 (MANIFOLD REGISTRY DISPATCH)	100
S521 REVIEW PS FORMS 3877 (FIRM MAILING BOOK FOR REGISTERED, INSURED, C.O.D., CERTIFIED, AND EXPRESS MAIL)	100
A32 PREPARE BRIEFINGS	100
E162 WRITE CORRESPONDENCE	100
K293 AUDIT FIXED CREDITS	100
A14 ESTABLISH INSPECTION PROCEDURES	83
K319 REVIEW DD FORMS 2259 (REPORT OF AUDIT OF POSTAL ACCOUNTS)	83
O429 REVIEW DD FORMS 2273 (IRREGULARITIES IN MAKEUP AND DISPATCH OF MAIL)	83
S522 REVIEW PS FORMS 3883 (FIRM DELIVERY BOOK-REGISTERED, CERTIFIED, AND NUMBERED INSURED MAIL)	83
O431 REVIEW PS FORMS 2759 (REPORT OF IRREGULAR HANDLING OF MAIL)	83
C71 CONDUCT STAFF ASSISTANCE VISITS	83
E147 REPRODUCE COPIES OF CORRESPONDENCE	83
F196 REVIEW POSTAL OFFENSE OR INCIDENT REPORTS	67
O430 REVIEW MAIL MANIFESTS	67
R485 REVIEW CONSOLIDATED MONEY ORDER BUSINESS REPORTS	67
I276 REVIEW PS FORMS 1586 (SUPPLY RECORDS)	67
K320 REVIEW PS FORMS 3295 (DAILY RECORD OF STAMPS, STAMPED PAPER, AND NONPOSTAL STAMPS ON HAND)	67
K321 REVIEW PS FORMS 3368 (STAMP CREDIT EXAMINATION REPORT)	67
K322 REVIEW PS FORMS 3369 (STAMP CREDIT REPORT)	67
O428 REVIEW DD FORMS 1384 (TRANSPORTATION CONTROL AND MOVEMENT DOCUMENT)	67

TABLE VIII

GROUP NUMBER AND TITLE: STG 78, (AFGRP 324) POSTAL SUPERVISOR/MANAGER
 GROUP SIZE: 57 PERCENT MEMBERS OF SAMPLE: 10%
 AVERAGE GRADE: E-6 AVERAGE TAFMS: 194
 AVERAGE TICF: 67 AVERAGE TASKS PERFORMED: 117

TASKS	PERCENT OF AIR FORCE MEMBERS PERFORMING
C81 VALUATE WORK PERFORMANCE OF PERSONNEL	91
B62 SUPERVISE MILITARY PERSONNEL IN POSTAL OPERATIONS	91
C84 INITIATE RECOMMENDATIONS FOR AWARDS OR DECORATIONS	89
C73 COUNSEL PERSONNEL ON PERSONAL OR MILITARY-RELATED MANNERS	88
C67 CONDUCT MEETINGS OR BRIEFINGS	88
C90 WRITE AIRMAN PERFORMANCE REPORTS (APR), ENLISTED EVALUATIONS, OR FITNESS REPORTS	88
E162 WRITE CORRESPONDENCE	86
A25 MAINTAIN LEAVE SCHEDULES	84
A31 PLAN WORK PRIORITIES	81
A30 PLAN WORK ASSIGNMENTS	81
B40 ASSIGN PERSONNEL TO DUTY POSITIONS	79
C83 INITIATE DISCIPLINARY ACTIONS	79
A32 PREPARE BRIEFINGS	79
C87 REVIEW OR INDORSE AIRMAN PERFORMANCE REPORTS (APR), ENLISTED EVALUATIONS, OR FITNESS REPORTS	79
E164 WRITE MESSAGES	77
B55 INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR PERSONNEL	77
B58 SCHEDULE JOB ASSIGNMENTS	75
D109 EVALUATE ON-THE-JOB TRAINING (OJT) TRAINERS OR TRAINEES	75
C69 CONDUCT PERSONNEL INTERVIEWS	74
C82 EVALUATE WORK SIMPLIFICATION OR POSTAL OPERATIONS EFFICIENCY	72
A6 DETERMINE PERSONNEL REQUIREMENTS	70
A7 DETERMINE TRANSPORTATION REQUIREMENTS	68
D103 DETERMINE TRAINING REQUIREMENTS	68
F198 REVIEW PUBLICATIONS, DIRECTIVES, OR INSTRUCTIONS	67
A5 DETERMINE MATERIAL REQUIREMENTS	65
E163 WRITE INSTRUCTIONS	58

TABLE IX

GROUP NUMBER AND TITLE: STG 78, (AFGRP 325) POSTAL ADMINISTRATION SPECIALIST
 GROUP SIZE: 11 PERCENT MEMBERS OF SAMPLE: 2%
 AVERAGE GRADE: E-6 AVERAGE TAFMS: 169
 AVERAGE TICF: 98 AVERAGE TASKS PERFORMED: 30

TASKS	PERCENT OF AIR FORCE MEMBERS PERFORMING
E162 WRITE CORRESPONDENCE	100
E164 WRITE MESSAGES	91
F167 ATTEND LECTURES, MEETINGS, SEMINARS, OR CONFERENCES	82
E161 TYPE CORRESPONDENCE, FORMS, OR REPORTS	73
E157 REVIEW UNCLASSIFIED CORRESPONDENCE OR MESSAGES	73
E163 WRITE INSTRUCTIONS	73
E158 ROUTE CORRESPONDENCE, PUBLICATIONS, DIRECTIVES, OR INSTRUCTIONS	64
F198 REVIEW PUBLICATIONS, DIRECTIVES, OR INSTRUCTIONS	64
E147 REPRODUCE COPIES OF CORRESPONDENCE	55
E128 MAINTAIN MANUALS OR PUBLICATION FILES	55
B55 INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR PERSONNEL	55
C92 WRITE STAFF STUDIES OR SPECIAL REPORTS	54
E126 MAINTAIN CORRESPONDENCE FILES, OTHER THAN SUSPENSE OR TICKLER FILES	36
E121 CHOP OUTGOING CORRESPONDENCE	36
C73 COUNSEL PERSONNEL ON PERSONAL OR MILITARY-RELATED MANNERS	36
F169 COMPILE DATA FOR REPORTS OR STAFF STUDIES	34
E159 SCHEDULE APPOINTMENTS OR CONFERENCES	27
E130 MAINTAIN SUSPENSE OR TICKLER FILES	18

TABLE X

GROUP NUMBER AND TITLE: STG 230, (AFGRP 326) TRAINING NCO
 GROUP SIZE: 2 PERCENT MEMBERS OF SAMPLE: *
 AVERAGE GRADE: E-6 AVERAGE TAFMS: 165
 AVERAGE TICF: 91 AVERAGE TASKS PERFORMED: 37

TASKS	PERCENT OF AIR FORCE MEMBERS PERFORMING
D100 CONSTRUCT TRAINING AIDS	100
D102 COUNSEL TRAINEES ON TRAINING PROGRESS	100
D104 DEVELOP LESSON PLANS	100
D117 REVIEW LESSON PLANS	100
D118 REVIEW TRAINING MATERIALS	100
D103 DETERMINE TRAINING REQUIREMENTS	100
D105 DEVELOP TESTS OR EXAMINATIONS	100
D106 DEVELOP TRAINING MATERIALS, SUCH AS SPECIALTY TRAINING STANDARDS (STS)	100
C67 CONDUCT MEETINGS OR BRIEFINGS	100
D108 EVALUATE EFFECTIVENESS OF TRAINING PROGRAMS	100
D110 EVALUATE TRAINING METHODS OR TECHNIQUES	100
D111 MAINTAIN INDIVIDUAL TRAINING RECORDS	100
D116 PROCURE TRAINING AIDS, SPACE, OR EQUIPMENT	100
D94 CONDUCT ACCOUNTING OR AUDITING TRAINING	100
D97 CONDUCT MAIL-HANDLING TRAINING	100
D107 DEVELOP TRAINING PROGRAMS	100
D95 CONDUCT CUSTOMER RELATIONS TRAINING	100
D96 CONDUCT EQUIPMENT OPERATION AND MAINTENANCE TRAINING	100
E161 TYPE CORRESPONDENCE, FORMS, OR REPORTS	100
D101 COORDINATE TRAINING REQUIREMENTS WITH APPROPRIATE AGENCIES	50
D120 SCORE TESTS OR EXAMINATIONS	50
E163 WRITE INSTRUCTIONS	50

TABLE XI

GROUP NUMBER AND TITLE: STG 152, (AFGRP 327) POSTAL SUPPLY CLERK
 GROUP SIZE: 1 PERCENT MEMBERS OF SAMPLE: *
 AVERAGE GRADE: E-4 AVERAGE TAFMS: 141
 AVERAGE TICF: 6 AVERAGE TASKS PERFORMED: 81

TASKS	PERCENT OF AIR FORCE MEMBERS PERFORMING
I263 PREPARE PS FORMS 1586 (SUPPLY RECORD)	100
I278 REVIEW PS FORMS 7380 (SUPPLY CENTER REQUISITION)	100
I271 PREPARE PS FORMS 7380 (SUPPLY CENTER REQUISITION)	100
I276 REVIEW PS FORMS 1586 (SUPPLY RECORDS)	100
I248 INVENTORY EQUIPMENT OR SUPPLIES, OTHER THAN SEALS, PREPACKS, OR POSTAL FIELD SETS	100
I262 PREPARE PS FORMS 1578B (REQUISITION FOR NON-STANDARD FACING SLIPS OR LABELS)	100
I266 PREPARE PS FORMS 1957C (REQUEST FOR MILITARY TAGS)	100
I267 PREPARE PS FORMS 1957D (REQUEST FOR MILITARY LABELS)	100
F181 LOAD OR UNLOAD MAIL INTO VEHICLES	100
I252 MAINTAIN REQUISITION LOGS	100
A13 ESTABLISH FORMS REQUIREMENTS	
E149 REQUISITION POSTAL FORMS	100
I257 PERFORM STATUS CHECKS OF OUTSTANDING REQUISITIONS	100
G218 PERFORM ESCORT DUTIES FOR MAIL	100
E162 WRITE CORRESPONDENCE	100
I265 PREPARE PS FORMS 17 (STAMP REQUISITION) TO REQUISITION STAMPS	100